

Enterprise Incident Report September 2011

As of 10/3/2011

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Workforce Services	13	1,709	7	1,729
	5	1,148	1	1,154
Customer Company Total	13	1,709	7	1,729
	5	1,148	1	1,154

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Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Workforce Services	13 2	1,709 100	7 0	1,729 102
Customer Company Total	13 2	1,709 100	7 0	1,729 102

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Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Workforce Services	13 6.18	1,709 0.34	7 0.23	1,729 0.39
Customer Company Total	13 6.18	1,709 0.34	7 0.23	1,729 0.39

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Workforce Services	13 2	1,709 36	7 0	1,729 38
Customer Company Total	13 2	1,709 36	7 0	1,729 38

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Workforce Services	13 6.60	1,709 1.01	7 0.44	1,729 1.06
Customer Company Total	13 6.60	1,709 1.01	7 0.44	1,729 1.06

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Workforce Services

Detail

INC000000327889	Cindy Bertagnolli Application Support - Web Dev	Application Chad Thompson	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.27 7.30
INC000000330026	Carol Lowman Network Operations	Telecom Brian Chatwin	IP Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.62
INC000000360435	Heidi Knopp Network Operations	Network Dave Bodily	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.21 106.89
INC000000360958	Pamela Howcroft Voice/Data/WAN Services	Telecom Greg Blessing	Hardware Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.54
INC000000363945	Susan Etzel Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	116.80 116.80
INC000000368729	Lisa Roman Rural South Desktop Support	Application Cheri Oldham	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.62
INC000000369423	Heidi Knopp Network Operations	Network Dave Bodily	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 20.32
INC000000370272	Christine Mayne Rural North Desktop Support	PC/Laptop Neil Smedley	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.91 5.82
INC000000370852	Andrea Bo Application Support - Single Signon	Application Justin Miller	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.67 94.34
INC000000371005	Lisa Henrie Metro A Desktop Support	Application Kraig Ellis	Error Workforce Services	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.70
INC000000371812	Joseph Knudson Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.77
INC000000371865	Christine Mayne Rural North Desktop Support	Network Neil Smedley	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.50 1.50
INC000000371956	Norma Pech-Rousin Metro A Desktop Support	None Rodney Austin	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.83 84.54
INC000000373151	Jimmy Smith Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.82
INC000000373187	Lisa Roman Rural South Desktop Support	PC/Laptop Julie Christensen	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000373496	Tuesdee Thomson Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24

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INC000000373497	Stacy Eastman Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000373507	Debbie Stavros Application Support - EFIND	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000373528	Lea Betty Application Support - EFIND	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.10
INC000000373568	David Baldwin Rural North Desktop Support	None Ruston McKay	None Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000373572	Lisa C Peterson Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000373607	Joe Salazar Rural North Desktop Support	None Ruston McKay	None Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000373706	Emmalee Hunt Application Support - EFIND	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000373782	Irina Pierpont Metro A Desktop Support	Application Edward Fortner	Reporting Workforce Services	NotifyLink Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.80
INC000000373879	Jaimie Druk Metro A Hosting	Print/Copy/Scan/Fax Tom Carney	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.55
INC000000374000	Fran Cannard Voice Operations	Telecom Romanza Hamblin	Call/Receive Workforce Services	Telephone Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.35
INC000000374022	Jo Jacobsen Metro A Desktop Support	Network James Kammeyer	Performance Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.63
INC000000374046	Valerie Argyle Metro A Hosting	Application Tom Carney	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.96
INC000000374183	Brian Peirce Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.49
INC000000374254	Lisa C Peterson Rural North Desktop Support	Application Neil Smedley	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000374265	Loggins Merrill Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374272	Sandy Flores Help Desk	Application James Stearns	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374274	Rosemary Burdette Metro A Help Desk	Application Ed Conrad	Error Workforce Services	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.44

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INC000000374286	Rebecca Pace Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.21
INC000000374302	Chris Boyadjian Metro A Help Desk	Network Ed Conrad	Incident Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.58 0.64
INC000000374314	Timothy Budd Metro B Desktop Support	Network Wayne Higgs	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.52
INC000000374323	Fredrick Ntabwoba Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374359	Karen Ojeda Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000374380	Shawn Jolley Metro B Desktop Support	PC/Laptop Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.35 5.30
INC000000374388	Natalie Henderson Metro A Desktop Support	Application Robert Wall	Reporting Workforce Services	Contributions Automated Tax Sy Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.78
INC000000374402	Lona Smith Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374405	Helen Sawyer Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.07
INC000000374413	Gary C Williams Metro A Help Desk	Network Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000374421	Paula Story Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000374429	Kathaleen Williams Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000374432	Aly Scovil Metro D Help Desk	None John Robinson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374452	Linda Englishhone Application Support - Thin Client	None Bonnie Snider	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.85
INC000000374472	Carolyn Christensen Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374474	Zenaida Martinez Metro A Hosting	None Jeff Bartholomew	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.20 1.24
INC000000374475	Dennis Canning Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18

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INC000000374492	Kym Ney Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000374499	Wendy Burton Voice Operations	Telecom Kelly Johnson	Voice Mail Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.44
INC000000374509	Debbie Torres Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374527	Paula Story Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.20 5.25
INC000000374529	Annette Hullinger Rural South Desktop Support	Print/Copy/Scan/Fax Lane Adams	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 1.45
INC000000374549	Vickie Olsen Metro A Hosting	None Jeff Bartholomew	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000374581	Michelle Slaughter Metro A Hosting	None Jeff Bartholomew	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000374598	Lea Betty Metro A Hosting	None Jeff Bartholomew	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000374633	Darrell Wilson Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374644	Heather Simonson Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000374651	John Davenport Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.66
INC000000374658	John Davenport Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374673	Koral Vasquez Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374684	Brenda Duvall Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374685	Debbie Sheldon Metro A Help Desk	Network Ed Conrad	Incident Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374691	Debbie Sheldon Metro A Help Desk	Network Ed Conrad	Incident Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374692	Debbie Sheldon Metro A Help Desk	Network Ed Conrad	Incident Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000374697	Debbie Sheldon Metro A Help Desk	Network Ed Conrad	Incident Workforce Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374699	John Davenport Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374700	Debbie Sheldon Metro A Help Desk	Network Ed Conrad	Incident Workforce Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374702	Maria Berg Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 0.64
INC000000374705	Debbie Sheldon Metro A Help Desk	Network Ed Conrad	Incident Workforce Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374707	Laura Uitto Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374711	Lona Smith Metro A Help Desk	Network Ed Conrad	Incident Workforce Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374721	Annette Schvaneveldt Rural Central Desktop Support	None Paul Petersen	None Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.96
INC000000374725	Iris Pruneda Rural Central Desktop Support	None Paul Petersen	None Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.94
INC000000374726	Luis Gatica Rural Central Desktop Support	None Paul Petersen	None Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.95
INC000000374727	Kaylin Bang Rural Central Desktop Support	None Paul Petersen	None Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.91
INC000000374728	Cynthia Bedore Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.91
INC000000374742	Kevin Burt Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.62
INC000000374754	Elizabeth Ross Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374756	Brent Fife Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000374761	Laneth Hang Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000374764	Jared Fowers Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000374777	Angi Nielsen	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374778	Joe Salazar	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	TIR: 0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.79
INC000000374784	Lesnie Foster	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374787	Joe Salazar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374788	Kimber Burks	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374789	Brad V Bailey	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374793	Sheila Belnap	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374799	Lori Jacobazzi	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374805	Jared Fowers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374808	Eric Tanner	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374810	Parker Jensen	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000374817	Darrin Nielsen	Application	Error	Utah Works		TIR Missed: Yes	TIR: 2.59
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.59
INC000000374852	Shauna Heil	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.26
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.90
INC000000374862	Cookie Chappell	Telecom	None	Telephone		TIR Missed: No	TIR: 0.13
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000374868	Terri Waters	Application	None	None		TIR Missed: Yes	TIR: 1.88
	Application Server Support Team	Doug Law	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.88
INC000000374869	Colby Hargis	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.24
INC000000374873	Michelle W Christensen	Application	Error	Utah Works Web Site		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.21

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INC000000374875	Janet Jolley	Application	Reporting	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.18
INC000000374876	Liz Lobato	Application	Reporting	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.17
INC000000374881	Cynthia Arnold	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.14
INC000000374884	Michael Corbridge	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.14
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.23
INC000000374885	Joe Edman	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.09
INC000000374886	Kim Auburger	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000374887	Kim Auburger	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000374888	Jared Chamberlain	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.06
INC000000374891	Kim Auburger	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000374892	Kim Auburger	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000374893	Kim Auburger	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000374894	Kim Auburger	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000374895	Kim Auburger	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000374897	Leslie Judd	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.04
INC000000374911	Maryana Valles	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000374918	Koral Vasquez	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000374920	Koral Vasquez	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000374922	Koral Vasquez	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000374923	Koral Vasquez	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000374948	Janene Pearce	Network	Error	None		TIR Missed:	No	TIR:	0.26
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.50
INC000000374956	Dan Vaughan	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000374957	Amira Mijic	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000374959	Sheila Oelerich	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000374962	Nune Phillips	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000374964	Gregory Whittaker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000374965	Gary C Williams	Application	Error	DWS Web		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.30
INC000000374966	Gerald Gappmayer	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000374978	Irina Pierpont	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000374980	Eric Tanner	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000374985	Helen Sawyer	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000374999	Alexander Johnson	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.34
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.34
INC000000375302	Gilberto Vigil	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000375319	Gloria Jensen	PC/Laptop	Virus	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.95
INC000000375325	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000375328	Randi Carter Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375336	Deborah Hamlett Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375353	Phuc Nguyen Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.92 0.92
INC000000375354	Lucy Johnson Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000375355	Nancy Galt Voice Operations	Telecom Kelly Johnson	Feature Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.35
INC000000375378	Nancy Galt Metro B Desktop Support	Application Wayne Higgs	Reporting Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 2.10
INC000000375383	Paula Bowen Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375395	Dominika Hanjnova Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375397	Aaron Aders Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000375425	Nora Olson Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375440	Gregory Whittaker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375444	Jon Romero Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375450	Vincent Charles Benedict Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375495	Tracy Lindquist Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375500	Stephen Nebeker Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375504	Jayme Schlangen Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000375515	Judy Mattinson Metro A Desktop Support	Application Adam Staks	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.43 1.47

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INC000000375522	Nancy Andrew Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.51 1.51
INC000000375530	Debbie Sparks Rural North Desktop Support	None Steven Haderlie	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.35
INC000000375537	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375549	James Mitchell Rural Central Desktop Support	Application Jeremy Standifird	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.47
INC000000375562	Linda Lundberg Metro A Help Desk	Remote Connectivity Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000375590	June Conn-Solomon Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.82
INC000000375602	Gerald Brown Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000375618	Connie Dumas Application Support - UI Web	None Don Hedges	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.28
INC000000375643	Lynn Thomas Application Support - Web Dev	Application Justin Miller	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.63
INC000000375644	Jodie Ward Rural North Desktop Support	PC/Laptop Ruston McKay	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.42
INC000000375659	Kim Auberger Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375666	Dan Vaughan Metro A Help Desk	Network Cindy Schroeder	Error Workforce Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.36
INC000000375668	Rachael Licciardone Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 3.25
INC000000375703	Becky Thacker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375710	Gachi Guet Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000375715	Karen Quackenbush Metro A Desktop Support	Application Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.94 0.94
INC000000375740	Geri Gamber Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000375741	Anne Gilbert Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000375763	Becky Chambers Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375765	Jamar Lee Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000375785	May Chanthapannha Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375808	Amy Wylie Metro D Help Desk	Application Doug Brown	Password Workforce Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375846	Tonia Jones Metro A Desktop Support	Wireless Connectivity Tracy VanderVaart	Performance Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.42 8.42
INC000000375850	Randilee Spencer Rural Central Desktop Support	None Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.04
INC000000375861	Michael Barrett Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375881	Gary Newren Metro A Help Desk	PC/Laptop Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375901	Angela Madsen Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000375934	Yalonda House Metro A Desktop Support	PC/Laptop Edward Fortner	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.73
INC000000375945	Michelle W Christensen Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000375953	Stacy Neal Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000375956	Betty J Cox Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33
INC000000375960	David Ashby Voice Operations	Telecom Britany Finlay	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.49
INC000000375987	William Greer Metro A Desktop Support	PC/Laptop Robert Wall	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.58 0.60
INC000000376008	John Bowers Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.84 2.84

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INC000000376029	Jon Pierpont Metro A Desktop Support	Print/Copy/Scan/Fax James Kammeyer	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 1.19
INC000000376035	Kaylee Ashdown Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376039	Shasta Rebol Metro A Help Desk	Remote Connectivity Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000376043	Brooke Coster Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.36 2.36
INC000000376061	William Greer Metro A Desktop Support	Network Edward Fortner	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.55
INC000000376077	Janene Pearce Metro A Desktop Support	Application Tracy VanderVaart	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.95
INC000000376079	Jodie Gallegos Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376102	Gill Johns-Young Metro A Desktop Support	Network Robert Wall	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.02
INC000000376126	Noelle Bradford Application Support - CATS IV	None Robert Love	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.39 1.47
INC000000376128	Jodie Ward Voice/Data/WAN Services	None Mitch Hood	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.13 1.13
INC000000376136	Jodie Ward Network Operations	None Brian Chatwin	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376143	Penni Dehaan Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376147	Sheryl Nisely Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.26 1.26
INC000000376155	Heidi Jameson Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 1.25
INC000000376159	Sheryl Nisely Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.74 2.74
INC000000376166	Trevor Earl Application Support - Single Signon	None Justin Miller	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 0.66
INC000000376167	Joe Edman Voice/Data/WAN Services	Telecom Art Scott	Hardware Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 1.83

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INC000000376171	Roberta Ivankovich Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376188	Toni Jex Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376193	Dawn Nelson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376216	Carol Guymon Rural North Desktop Support	None Ruston McKay	None Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376219	Leslie Judd Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000376245	Vivian Olson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376250	Koral Vasquez Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376252	Koral Vasquez Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376256	Susan Etzel Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376303	Dorothy Williams Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376308	Tanya Wilson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376337	Mary Ann Bird Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376347	LeAnn Hatfield Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376354	Steven Jenson Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376356	Ann Durrant Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
INC000000376360	Wayne Fillmore Rural South Desktop Support	PC/Laptop Lance Nay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376367	Lucy Johnson Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.35

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INC000000376378	Lela King	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000376382	Lela King	PC/Laptop	None	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000376389	Cliff Whatcott	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000376390	Brian Smith	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000376398	Cliff Whatcott	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000376402	Peggy Barton	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000376414	Jennifer Meyer-Smart	Wireless Connectivity	Performance	None		TIR Missed:	No	TIR:	0.20
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.79
INC000000376416	Lorena Padilla	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000376419	Dorothy Williams	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10
INC000000376431	Lisa Henrie	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000376449	Loggins Merrill	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000376456	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000376460	Ginger Humphrey	Application	Password	Active Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000376489	Brett McEachern	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.25
INC000000376493	Kimberly Day	Application	None	Cisco AnyConnect VPN Client		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000376511	Jon Baty	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.79
INC000000376512	Loggins Merrill	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000376517	Annette Hullinger Rural South Desktop Support	PC/Laptop Lane Adams	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.80 0.81
INC000000376526	Katherine Pace Metro A Help Desk	Network Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000376530	Gary C Williams Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.19 1.19
INC000000376534	Brett McEachern Metro D Help Desk	PC/Laptop Doug Brown	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376536	Kimm Gaillard Operations Production Control	Application Duane Hardy	Password Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.62
INC000000376553	Lisa Henrie Metro A Desktop Support	Application Edward Fortner	Error Workforce Services	Microsoft Visio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.54
INC000000376559	Kristi Lujan Help Desk	Application Vicky Marrelli	Reporting Workforce Services	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376579	David Moore Metro A Help Desk	Print/Copy/Scan/Fax Cindy Schroeder	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.56
INC000000376587	Darren Rogers Metro A Desktop Support	Wireless Connectivity James Kammeyer	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 5.76
INC000000376591	Tina Dunyon Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.05 5.76
INC000000376593	Kelly Johnson Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376595	Junie Anderson Metro A Desktop Support	Application Kraig Ellis	Reporting Workforce Services	Novell Messenger Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.39 2.97
INC000000376602	Lauri Flores Metro A Help Desk	Network Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000376628	Jaimie Druk Application Support - CATS IV	None Robert Love	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	10.60 10.60
INC000000376638	Cristy Fielding Rural North Desktop Support	Print/Copy/Scan/Fax Steven Haderlie	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376642	Daniel Kroc Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376643	Mary Jayne Richins Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000376644	Judy Ward	Application	Error	Employee Gateway	TIR Missed: No	TIR: 0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.82
INC000000376668	Donald Senter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000376675	Kathaleen Williams	PC/Laptop	Error	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000376683	Gill Johns-Young	Wireless Connectivity	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	TTR: 5.82
INC000000376687	Lauri Flores	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.09
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.63
INC000000376703	Koral Vasquez	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000376724	Clo Towers	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000376728	Rebecca D Anderson	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000376746	Kim Auberger	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000376756	Angela Madsen	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000376769	Trisha Nielson	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.44
INC000000376772	Stacy Neal	Network	Error	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.40
INC000000376780	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000376790	Rebecca Farnsworth	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.07
INC000000376791	Jason Miller	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.05
INC000000376796	Deb Coffey	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.65
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	TTR: 2.70
INC000000376809	Clo Towers	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000376813	Melissa McBride Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376832	Liz Lobato Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376835	Liz Lobato Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376838	Liz Lobato Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000376852	Shelly Riggs Metro B Desktop Support	Application Wayne Higgs	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000376864	Carolyn Davis Metro B Desktop Support	Application Wayne Higgs	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000376866	Alan Holbrook Metro B Desktop Support	PC/Laptop Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000376895	Brooke Coster Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.78 3.78
INC000000376931	Patrice West Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	8.47 8.47
INC000000376942	Cesar Salazar Rural Central Desktop Support	PC/Laptop Paul Petersen	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000376947	Barbara Kelly Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 1.37
INC000000376972	Christine Mayne Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.11 3.11
INC000000377026	Tawnia Page Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000377037	Barbara Garcia Metro A Help Desk	Application Liz Evans	Password Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.60
INC000000377041	Sariah Hunt Rural Central Desktop Support	Application Jeremy Standifird	None Workforce Services	Smart Shield Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000377042	David Anthony Rural Central Desktop Support	Application Jeremy Standifird	None Workforce Services	Smart Shield Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.04
INC000000377043	Christopher Durbin Rural Central Desktop Support	Application Jeremy Standifird	None Workforce Services	Smart Shield Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.07

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INC000000377056	Chris Cook	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.08
INC000000377057	Bonnie L Kelsey	Application	Error	Utah Works	TIR Missed: No	TIR: 0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.27
INC000000377058	Chris Cook	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.05
INC000000377060	Jon Brewer	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.03
INC000000377062	Milagros Santos	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.14
	Voice Operations	Kelly Johnson	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.94
INC000000377063	Cindy Adams	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000377065	Cindy Adams	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000377067	Pamela J Wilson	None	None	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000377078	Tori Henson	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000377082	Happi Hansen	None	None	None	TIR Missed: No	TIR: 0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000377089	Scott A Stephens	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR: 0.11
	Voice Operations	Romanza Hamblin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.46
INC000000377103	Terry Lisonbee	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000377107	Terry Lisonbee	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000377109	Terry Lisonbee	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000377117	Koral Vasquez	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000377132	Anna Larson	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000377133	Anna Larson	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000377134	Anna Larson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377135	Anna Larson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377154	Kim Auberger	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377183	Kim Williams	None	None	Utah Works		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000377194	Andrea Garbrecht	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377202	Renee Crayton	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377225	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377253	Sheryl Nisely	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.69
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.01
INC000000377258	Ryan C Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377260	Linda Hansen	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.07
INC000000377265	Gerald Gappmayer	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.16
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.16
INC000000377269	Shane ODell	Remote Connectivity	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.07
INC000000377282	Janean Justham	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377292	Eric Tanner	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377293	Gail Nelson Stokes	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.12
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000377298	Mary Jayne Richins	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.50
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.50
INC000000377299	Lorie Davis	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	High	Closed	TTR Missed:	No	TTR:	0.12

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INC000000377300	Allyn Klingonsmith Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377309	Kimm Gaillard Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377312	Kaye Price Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377316	Rebecca D Anderson Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377317	Kelly E Rees-Maw Rural North Desktop Support	Network Don Higgs	Password Workforce Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.39
INC000000377321	Gloria Jensen Metro A Help Desk	Application Liz Evans	Error Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000377331	Kris Bradley Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377333	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377335	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377344	Rebecca D Anderson Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377346	Michele White-Milgate Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000377363	Dale Ownby Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377365	William Greer Metro A Desktop Support	Application Edward Fortner	Error Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 0.81
INC000000377369	Nancy Sanders Metro A Help Desk	Network Liz Evans	Password Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377383	Allyn Klingonsmith Metro A Help Desk	None Liz Evans	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000377385	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377433	Rebecca Banner Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000377442	Rowena York	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.10
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.96
INC000000377443	Rebecca Banner	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377449	Rebecca Banner	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377454	Rebecca Banner	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377464	Andrea Hayes	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.07
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.35
INC000000377465	Eva Monroe	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10
INC000000377469	Rebecca Banner	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377471	Emily Craghead	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377499	William Greer	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.37
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.37
INC000000377513	Justin Sorenson	Telecom	Hardware	Telephone		TIR Missed:	No	TIR:	0.24
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.92
INC000000377514	Cassidy Carter	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377516	Sara Schultz	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.88
INC000000377536	LeAnn Hatfield	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.12
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.43
INC000000377544	Chris Williams	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377551	Elizabeth Shelton	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.06
INC000000377560	Stacey Mendoza	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377563	Robert Van Vliet	Application	Error	None		TIR Missed:	No	TIR:	0.10
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10

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INC000000377567	David Chatterley Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000377585	Sharon Peake Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377588	Jefferson Barrett Metro A Help Desk	Remote Connectivity Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377607	Rachael Licciardone Metro B Desktop Support	Application Peter Musser	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.11
INC000000377615	Karen Shepherd Rural South Desktop Support	Print/Copy/Scan/Fax Doug Chaston	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377617	Tim Early Metro A Desktop Support	PC/Laptop Mike Wilde	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 4.83
INC000000377618	Norene Webster Metro A Desktop Support	PC/Laptop Edward Fortner	Hardware Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.68 2.49
INC000000377620	Tonia Jones Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377632	Danette Groesbeck Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.36
INC000000377647	Pat Paulson Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.69
INC000000377648	Michelle W Christensen Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377650	Pat Paulson Rural Central Desktop Support	None Todd Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.69
INC000000377670	Debbi Class Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377686	Lanelle Windley Metro A Desktop Support	Print/Copy/Scan/Fax Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.58 3.58
INC000000377716	Tracie Williams Metro B Desktop Support	Application Wayne Higgs	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.76
INC000000377724	Stephen Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000377725	William Greer Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.36

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INC000000377748	William Greer	Network	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000377757	Brian Young	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000377781	Janet Butterfield	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.12
	Voice Operations	Romanza Hamblin	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 0.12
INC000000377781	Janet Butterfield	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR: 0.00
	Voice Operations	Romanza Hamblin	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 0.00
INC000000377803	Heidi Hammer	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.63
INC000000377807	Dusty Burchett	Application	Error	Utah Works		TIR Missed: No	TIR: 0.11
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000377813	Andrea Sutton	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000377816	Kelly E Rees-Maw	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.27
INC000000377819	Stacey Mendoza	Network	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.23
INC000000377823	Elizabeth Shelton	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000377825	Al Byers	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000377826	Annette Hullinger	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 1.90
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.90
INC000000377840	Dusty Burchett	Application	None	Utah Works		TIR Missed: No	TIR: 0.39
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.39
INC000000377861	Nazanin Nourmohammadi	Application	Error	None		TIR Missed: No	TIR: 0.00
	Application Support - Single Signon	Lana Larsen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000377866	Matthew Forsyth	Application	Error	Utah Works		TIR Missed: No	TIR: 0.23
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000377870	Amy Bethel	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.08
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000377901	Zeze Rwasama	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000377903	Joseph Demma	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.46
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.11
INC000000377905	Nora Olson	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.21
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.21
INC000000377912	Rebekah Collingwood	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000377964	Steve Olsen	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.12
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000378011	Gaylene Pebley	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378039	Dawn Nelson	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378052	Debbie Olsen	Application	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.53
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.37
INC000000378065	Kaye Price	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378068	Jefferson Barrett	Application	Error	Utah Electronic Resource and E		TIR Missed:	Yes	TIR:	6.78
	Application Support - EREP	David Moffitt	Workforce Services	High	Closed	TTR Missed:	Yes	TTR:	6.78
INC000000378069	Lonna G Wight	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.12
INC000000378070	Lori Jacobazzi	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000378072	Elizabeth Fitzpatrick	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000378076	Colby Barton	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000378078	Marylynn Prows	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000378080	Jodie Ward	Application	Error	None		TIR Missed:	No	TIR:	0.08
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10
INC000000378083	Kimberly Carter	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378084	Kathryn Neibert	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	

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INC000000378088	Deborah Graber Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378089	Lisa C Peterson Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378097	Kimberly Telford Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378100	Trish West Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378102	Gloria Bock Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378104	Jennifer Faumuina Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378105	Michael Barrett Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378108	Kelly E Rees-Maw Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378109	Jessica Staker Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378115	Leonardo A Gramajo Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378118	Iris Pruneda Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378125	Blake Bingham Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378128	Linda Lundberg Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378129	Penny Stevens Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378130	Cindy Bertagnolli Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378132	Dave Herrera Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378134	Tammy M Cole Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000378138	Amy Larsen Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378140	Heidi Knopp Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378145	Noah Zemke Metro A Desktop Support	PC/Laptop Adam Staks	Password Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 3.18
INC000000378146	Gloria Bock Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378147	Kalani Huber Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378148	Michelle Mileski Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378150	Chris Loizos Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378151	Andrea Cervantes-Camero Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378152	Jenny Sweetland Network Operations	Remote Connectivity Dave Bodily	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.28
INC000000378153	Cecilia Shimanek Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378155	Sandy Flores Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378157	Teri Brinkerhoff Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378162	Penney Chipp Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378164	William Campbell Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378165	Jeff Shockley Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378167	Sherry Bird Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378168	Crecia Baker Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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INC000000378170	Randilee Spencer Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378171	Dale Hutchings Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378172	Diane Lovell Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378173	Gaylinn Frandsen Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378174	Kasia Tuaitanu Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378177	Joy Majors Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378178	Maritza Rojas-Erickson Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378179	Jodie Ward Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378180	James McCoy Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378181	Kaylin Bang Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378182	Marylynn Prows Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378183	Brandi Gunnell Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378184	Doralie Gale Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378185	Brenda Jones Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378187	Holly Egan Help Desk	Application Vicky Marrelli	Error Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378202	David Brady Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378210	Samantha Spradling Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000378214	Timothy Dye	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.11
INC000000378221	Janet Jolley	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.08
INC000000378222	April Buxton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Cole Gifford	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000378225	Janet Jolley	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.06
INC000000378234	Mary Conder	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000378240	Jane Broadhead	Application	None	Utah Works	TIR Missed: No	TIR: 0.13
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.45
INC000000378245	Jane Broadhead	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR: 0.39
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.71
INC000000378250	Jane Broadhead	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.33
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.64
INC000000378253	Michele White-Milgate	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000378256	Paula Tinoco	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000378257	Stacy Stenovich	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000378258	Diane Lovell	Mobile Devices	Error	None	TIR Missed: No	TIR: 0.00
	Application Services	Danielle Hood	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.10
INC000000378259	Shannon Manchester	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000378261	Jilaun Perfetto	Application	Reporting	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000378262	Peggy Mitchell	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.98
	Help Desk	Eileen Dubach	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.98
INC000000378269	Carol Hansen	Application	Reporting	None	TIR Missed: No	TIR: 0.26
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.45
INC000000378271	Michelle Ann Pierson	Application	Error	None	TIR Missed: No	TIR: 0.00
	Application Support - EFIND	None	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000378279	Jennifer Owens	None	None	None		TIR Missed: No	TIR: 0.10
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000378303	Jennifer Owens	Application	Error	Content Manager		TIR Missed: No	TIR: 0.30
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.61
INC000000378305	Agnes Lomu	None	None	None		TIR Missed: No	TIR: 0.24
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.79
INC000000378306	Kathleen Haile	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.33
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.33
INC000000378312	Jodie Ward	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR: 1.23
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.23
INC000000378327	Bruce Lamb	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000378329	Daniel Heyworth	Application	Reporting	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.29
INC000000378334	Selma Meono	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.65
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.65
INC000000378335	Brent Wintch	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000378357	Melissa Presley	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000378368	Steven Opager	Application	Error	Utah Works		TIR Missed: Yes	TIR: 3.98
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.98
INC000000378378	Janos Carpenter	Telecom	Call Management	Telephone		TIR Missed: No	TIR: 0.09
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.25
INC000000378386	Betty Betham	None	None	None		TIR Missed: Yes	TIR: 1.61
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.79
INC000000378399	Lori Calvert	Telecom	IP	Telephone		TIR Missed: No	TIR: 0.30
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.68
INC000000378411	Jodie Ward	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000378417	June Conn-Solomon	Telecom	None	Telephone		TIR Missed: No	TIR: 0.25
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.48
INC000000378438	Parker Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000378441	Paula Bowen	Telecom	None	None		TIR Missed: No	TIR: 0.67
	Voice Operations	Lois Schow	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 0.84
INC000000378443	Deb Coffey	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000378455	Diane Lovell	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000378465	Amber Jackson	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.75
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.75
INC000000378473	Sue Allred	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000378481	Rachel Gehring	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.32
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.35
INC000000378486	Brooke Coster	Application	Error	Utah Works		TIR Missed: Yes	TIR: 18.70
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 18.70
INC000000378526	Tori Henson	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.39
INC000000378532	Carla Navarro	None	None	None		TIR Missed: No	TIR: 0.09
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000378537	Kerry Daniels	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000378539	Andrea Scott	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR: 1.22
	Application Services	Tony Larsen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.80
INC000000378552	Michelle Bristol	Remote Connectivity	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000378558	Juan Lucero	None	None	None		TIR Missed: No	TIR: 0.08
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.34
INC000000378578	Sheila Sarton	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000378588	Jon Brewer	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000378591	Janene Pearce	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.47
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.47
INC000000378596	Jon Brewer	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18

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INC000000378600	Jaylyn Hatch	None	None	None		TIR Missed:	No	TIR:	0.11
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000378603	Shaylyn Christensen	Application	Error	JavaPC		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000378605	Jeremy Stewart	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.59
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.65
INC000000378618	Randilee Spencer	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378621	Teresa Banks	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378625	Weston Miller	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378628	Randilee Spencer	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378638	Janet Butterfield	Application	Error	DWS Capture		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378654	Junie Anderson	None	None	None		TIR Missed:	No	TIR:	0.18
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.18
INC000000378733	Sheryl Nisely	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000378743	Nancy Gallegos	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378754	Lori Jacobazzi	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378771	Janet Howes	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378773	Laurie Wittwer	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.18
INC000000378784	Dorothy Williams	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.74
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.74
INC000000378787	Andrea Henderson	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000378791	Eva Monroe	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.14

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INC000000378794	Nancy Sanders Metro B Desktop Support	PC/Laptop Wayne Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.11
INC000000378797	Tracie Williams Metro B Desktop Support	PC/Laptop Wayne Higgs	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.13
INC000000378806	Ronda Kelly Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378807	Sharen Welsh Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.94
INC000000378812	Delana White Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000378829	Joanie Alvarez Metro A Help Desk	Network Liz Evans	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000378831	Pamela Surakhun Metro A Desktop Support	Application Edward Fortner	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.45
INC000000378845	Jerry Norton Application Support - Single Signon	None Chad Thompson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.53
INC000000378851	Shawna Gelhard Application Support - Single Signon	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000378866	Jeremy Stewart Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.39
INC000000378877	Margie Mohler Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000378898	Jodie Ward Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.72 0.72
INC000000378912	Shane Ross Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.60
INC000000378913	Meagan McDermaid Metro B Desktop Support	PC/Laptop Wayne Higgs	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.48
INC000000378934	Eddie Richmond Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000378936	Allen Penrod Rural Central Desktop Support	Application Jeremy Standifird	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.04
INC000000378946	Cindy Bertagnolli Application Support - EREP IA	None Jennifer Maynes	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.13 1.13

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INC000000378955	Jodie Ward	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.28
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.49
INC000000378957	Nycole Tylka	None	None	None		TIR Missed: Yes	TIR: 1.37
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.37
INC000000378958	Janos Carpenter	Application	None	IPCC Express		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000378973	Janos Carpenter	Telecom	Call Management	Telephone		TIR Missed: No	TIR: 0.37
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.07
INC000000378999	Jennifer Edwards	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.71
INC000000379013	Janet Howes	Application	Password	Content Manager		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.32
INC000000379027	Cory Casaril	Application	Reporting	Utah Works		TIR Missed: No	TIR: 0.00
	Application Support - CUBS	Rick Kowalczyk	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.71
INC000000379030	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000379068	Angela A Hansen	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.66
INC000000379094	June Bradfield	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.38
INC000000379123	Rene Christensen	Application	Error	Utah Works		TIR Missed: Yes	TIR: 8.65
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 9.42
INC000000379132	Susan Taggart	None	None	None		TIR Missed: No	TIR: 0.27
	Network Operations	Jack Bridwell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.54
INC000000379161	Karen Hess	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000379170	Alfredo Travassos Jr	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000379237	Amy Rindlisbacher	None	None	None		TIR Missed: Yes	TIR: 7.43
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 7.61
INC000000379242	Daniel Kroc	Network	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000379255	Karen Shepherd	None	None	None		TIR Missed: No	TIR: 0.08
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08

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INC000000379265	Linda Lundberg Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000379266	Anna Larson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379274	Lorie Davis Metro A Desktop Support	None Robert Wall	None Workforce Services	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000379296	Jane Gardner Metro A Help Desk	PC/Laptop Liz Evans	Password Workforce Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000379308	Delana White Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000379317	Diane Lovell Application Services	Application Danielle Hood	Error Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.46 3.43
INC000000379340	Natalie Henderson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379342	Kathleen Haile Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379365	Toni C Ansel Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379378	Carol Guymon Metro A Help Desk	Application Liz Evans	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000379381	Carol Lowman Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000379383	Theresa Tann Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.40
INC000000379385	Mary Ann Keefer Application Support - Content Man	Application None	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379386	Helen Hadad Application Support - Content Man	Application None	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379387	Tracy Schroeder Application Support - Content Man	Application None	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379389	Kelly Farley Application Support - Content Man	Application None	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379390	Gaylinn Frandsen Application Support - Content Man	Application None	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000379393	Jenifer Roylance-Franco	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - Content Man	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000379395	Karla Aguirre	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000379404	Rebecca Banner	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000379410	Javier Hernandez	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000379412	William Greer	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000379413	Karen Quackenbush	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000379416	Mary Sue McMillan-Wong	Network	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.65
INC000000379417	Susan Weaver-Levet	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000379419	Leslie Minaya	Application	Error	Microsoft Excel		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000379446	Kaylee Ashdown	Application	None	Novell GroupWise 32-bit Windo		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.66
INC000000379468	Marles Oldroyd	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000379496	Gaylene Pebley	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000379517	Carmen Bowles	Application	Reporting	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000379534	Danette Groesbeck	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.57
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.57
INC000000379536	Nique Frasier	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000379544	Sharon Holmes	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000379546	Danette Groesbeck	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	

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INC000000379552	Annette Hullinger Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000379555	Nichole Pusey Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000379559	Nique Frasier Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000379561	Karen Quackenbush Metro A Desktop Support	Application Edward Fortner	Error Workforce Services	Novell GroupWise 32-bit Windo Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.44
INC000000379579	Nune Phillips Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000379582	John T Mathews Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000379618	Shelly Ivie Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379619	Shelly Ivie Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379653	Dennie Tsuya Metro A Help Desk	Application Liz Evans	Password Workforce Services	Utah Works Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379659	Rebecca Pace Metro A Help Desk	Remote Connectivity Liz Evans	Error Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000379698	Sharlene T Christensen Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000379699	June Bradfield Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Avaya IP Softphone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379701	Craig Guerrero Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379706	Jenni Crothers Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379713	Annamarie Collins Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379715	Kim Williams Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379720	Elizabeth Cheney Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000379722	Maira Lesa	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.07
INC000000379726	Debbie Sheldon	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.53
INC000000379729	Leslie Judd	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.04
INC000000379746	Melissa Romero-McKean	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.11
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Closed	TTR Missed: No	TTR: 1.36
INC000000379766	Teresa Gentry	Application	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000379767	Connie Dumas	None	None	None	TIR Missed: No	TIR: 0.65
	Application Support - UI Web	Don Hedges	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.65
INC000000379775	Ted Barley	None	None	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000379788	Jan Thompson	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.12
	Voice Operations	Romanza Hamblin	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.30
INC000000379793	Debbie Sheldon	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.66
INC000000379795	Debbie Sheldon	Application	Error	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.73
INC000000379824	Sherilyn Olsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000379842	Joseph Oneil	Application	Reporting	Novell GroupWise	TIR Missed: Yes	TIR: 1.65
	Application Services	Martin Gonzalez	Workforce Services	Low Closed	TTR Missed: No	TTR: 3.17
INC000000379857	Linda Hansen	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.59
INC000000379872	Bryan Kessinger	Mobile Devices	None	Droid	TIR Missed: No	TIR: 0.00
	Application Services	Dustin Crump	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.63
INC000000379890	Malida Stram	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.31
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.43
INC000000379905	Kathleen Haile	PC/Laptop	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.26
INC000000379916	June Conn-Solomon	PC/Laptop	Error	Microsoft Excel	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.07

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INC000000379931	Stacy Eastman Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379948	Jeffrey Knowlden Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.60
INC000000379951	Daniel Kroc Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.65
INC000000379975	Donna Ferrozzo Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379976	Koral Vasquez Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000379983	Junie Anderson Metro A Desktop Support	Application Edward Fortner	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.69
INC000000379994	Mary Gehman-Smith Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 5.53
INC000000380021	Shane Farr Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.70
INC000000380038	John Davenport Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.05
INC000000380046	Karen Pearce Metro B Desktop Support	Application Wayne Higgs	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.84
INC000000380083	Michelle Steele Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000380084	Laurina Schouten Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000380118	Fredrick Ntabwoba Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000380134	Olga Cooper Metro A Hosting	None Tom Carney	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.70
INC000000380138	Sheryl Nisely Rural South Desktop Support	PC/Laptop Meladye Shively	Performance Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.83 4.83
INC000000380161	Carina Larson Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.37
INC000000380180	Susan Weaver-Levet Metro A Help Desk	Network Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000380187	Michelle W Christensen	Application	Reporting	Microsoft Windows XP Professic	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000380189	Jolene Christian	Wireless Connectivity	Performance	None	TIR Missed: No	TIR: 0.60
Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.27
INC000000380191	Maira Lesa	PC/Laptop	Performance	ZENworks for Desktops	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000380193	Jeana Bahr	Application	Reporting	Microsoft Excel	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000380211	Jill Black	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.32
INC000000380229	Jerry Norton	Application	Error	Utah Works	TIR Missed: No	TIR: 0.65
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.65
INC000000380241	Kathy Leeds	Application	Error	Utah Works	TIR Missed: No	TIR: 0.87
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.87
INC000000380245	Kristine Larson	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.36
INC000000380257	Abdi Sheikh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380269	Shauna Vigil	Application	Error	Content Manager	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.32
INC000000380279	Diane Zylks	Application	Error	None	TIR Missed: No	TIR: 0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380303	Dusty Burchett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380310	Mary Zorn	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR: 2.83
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.83
INC000000380315	Jill Black	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000380327	Maren Stevens	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000380357	Gerald Brown	Application	Password	Active Directory	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.46
INC000000380360	Kristine Larson	Application	Error	None	TIR Missed: No	TIR: 0.23
Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.23

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INC000000380361	Tanya Wilson Rural Central Desktop Support	PC/Laptop Paul Petersen	Error Workforce Services	Microsoft Windows 7 Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.21
INC000000380368	Annie Granger Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.24
INC000000380375	Jamie Escobia Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000380379	Aaron Aders Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000380388	Kathleen Haile Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000380389	Gerald Brown Metro A Desktop Support	PC/Laptop Edward Fortner	Performance Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 1.00
INC000000380404	Lauri Flores Metro A Help Desk	Application Liz Evans	Error Workforce Services	State Payroll Time Entry System Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000380410	Randi Carter Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	Novell Messenger Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000380447	Sheila Oelerich Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000380448	Bill Starks Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000380452	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000380461	Marina Hilton Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000380471	Jaylyn Hatch Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000380492	Kathy Leeds Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	18.68 18.68
INC000000380499	Shelly Ivie Rural Central Desktop Support	PC/Laptop Jay Barfuss	Error Workforce Services	Microsoft Windows XP Professional Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000380533	Dorothy Williams Metro B Desktop Support	Application Michael Barth	Error Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.26
INC000000380558	Leslie Henderson Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000380559	Dorothy Williams Application Services	None Tony Larsen	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.82 9.00
INC000000380603	Vickie Olsen Rural Central Desktop Support	Network Paul Petersen	None Workforce Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000380614	Michael Banks Rural Central Desktop Support	Network Paul Petersen	None Workforce Services	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000380616	Sharon Holmes Rural Central Desktop Support	Network Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000380621	Candace Rockwell Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000380623	Penney Chipp Rural Central Desktop Support	Network Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000380627	Kaye Price Metro A Desktop Support	None Edward Fortner	None Workforce Services	Kofax ImageControls Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 1.20
INC000000380636	Chris Gordon Metro A Desktop Support	Network Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.80
INC000000380654	Becky Thacker Rural Central Desktop Support	PC/Laptop Jay Barfuss	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.78
INC000000380656	Michael Parker Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.80 0.80
INC000000380668	Debra Shelley Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.45
INC000000380668	Debra Shelley Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.45
INC000000380674	Jeana Whitlock Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 3.88
INC000000380684	Amy Larsen Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.43
INC000000380705	Joseph Knudson Rural Central Desktop Support	PC/Laptop Todd Hardy	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.43
INC000000380714	Dolores Febles Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 0.64
INC000000380737	Susy M Westphal Metro A Help Desk	Application Liz Evans	Error Workforce Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.47

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INC000000380762	Rebecca D Anderson	None	None	None		TIR Missed:	No	TIR:	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.30
INC000000380802	Shawna Werner	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.09
INC000000380824	Janene Pearce	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	8.57
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	9.64
INC000000380845	Tina Dunyon	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.65
INC000000380856	Andrea Henderson	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.64
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.64
INC000000380870	Brittney M Woodland	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.29
	Metro A Desktop Support	Diane Pfeifer	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.29
INC000000380888	Eddie Richmond	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.42
INC000000380915	Melinda Adams	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.58
INC000000380954	Joseph Demma	Telecom	Call/Receive	Telephone		TIR Missed:	No	TIR:	0.12
	Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.75
INC000000380964	Brent Fife	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000380975	Cindy Bertagnolli	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.12
INC000000380977	Brian Smith	Application	Password	Utah Works		TIR Missed:	No	TIR:	0.12
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.46
INC000000380986	Melissa Romero-McKean	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000381054	Heather Sawley	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000381068	Seth Whitmill	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000381070	Mohamed Ahmed	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000381074	Ali Rasheed	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000381076	Happi Hansen Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381079	Shawna Gelhard Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381093	Heather Sawley Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381099	Amantia Kempton Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381118	Devin Shipp Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381163	Steven Opager Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.13 1.13
INC000000381169	Valerie Argyle Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000381196	Lien Le Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.48 3.51
INC000000381226	Pamela Howcroft Metro A Desktop Support	PC/Laptop Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.97
INC000000381227	Kyle Preston Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381231	Shawna Werner Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381280	Joanna McNamee Metro A Desktop Support	Wireless Connectivity Nancy Hachmeister	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.23
INC000000381288	Gaylene Pebley Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381299	June Bradfield Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381310	Sherri Kirk Metro A Desktop Support	Wireless Connectivity Adam Staks	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 0.02
INC000000381312	Diane Lovell Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000381316	Kym Ney Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26

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INC000000381333	Katie Trillo	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.19
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000381338	Leslie Minaya	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000381341	Rebecca D Anderson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000381363	Phay Panh	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000381365	Phay Panh	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000381367	Greg Gardner	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	High	Closed	TTR Missed:	No	TTR:	0.00
INC000000381374	Joe Edman	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000381427	Jim Jensen	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.98
INC000000381442	Jason Miller	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.53
INC000000381451	Annette Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000381458	Trish West	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000381464	Dyanna Butterworth	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.62
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.82
INC000000381470	Randi Carter	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.20
INC000000381475	Tonia Jones	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000381486	Sarah Tolbert	Application	Error	None		TIR Missed:	No	TIR:	0.39
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.39
INC000000381515	Karen Ellsworth	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000381518	Dyann Smoot	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10

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INC000000381521	Janet Jolley Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000381533	Stephanie Trappett Rural North Desktop Support	PC/Laptop Don Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.33
INC000000381539	Kari Marty Application Services	Application Tony Larsen	Error Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.38 2.26
INC000000381547	Victor Layton Rural North Desktop Support	PC/Laptop Neil Smedley	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.18
INC000000381556	Dyanna Butterworth Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.61
INC000000381563	Lance Soffe Voice/Data/WAN Services	Telecom Mark Thomas	Hardware Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.81
INC000000381576	Rowena York Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.24
INC000000381586	Semin Feukic Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.68
INC000000381607	Brad V Bailey Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000381608	Robyn Thomas Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381612	Dyanna Butterworth Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381629	Ayelen Butler Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.88 1.91
INC000000381634	Trish West Help Desk	Application Vicky Marrelli	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381638	Claudio Arancibia Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381659	CJ Higgins Metro B Desktop Support	Network Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.90 1.08
INC000000381660	Joyce Burningham Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381701	Breanna Stultz Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000381704	Ruth Warby Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.94 3.94
INC000000381706	Gloria Archuletta Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.82
INC000000381730	Scott J Clark Rural North Desktop Support	Network Steven Haderlie	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.40
INC000000381775	Ma'afala Koko Metro A Desktop Support	Print/Copy/Scan/Fax Nancy Hachmeister	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.34
INC000000381779	Trish West Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000381789	Lindsay Crosby Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000381795	Eric Tanner Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381808	Jamie Escobia Application Support - Web Dev	Application Sudha Rajamani	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.67 3.67
INC000000381818	Lauri Flores Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381822	Meagan Wilson Metro B Desktop Support	PC/Laptop Wayne Higgs	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000381824	CJ Higgins Metro B Desktop Support	PC/Laptop Wayne Higgs	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000381840	Weston Miller Voice Operations	Telecom Britany Finlay	Feature Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.21
INC000000381899	Michael Corbridge Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windo Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000381914	David Busk Application Support - EREP IA	None Amberly Hoang	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 1.01
INC000000381917	Kimm Gaillard Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windo Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000381918	Kevin Burt Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000381925	Terry Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000381934	Felicia Kinder Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.07
INC000000381943	Trish West Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000381951	Nancy Andrew Help Desk	Application Vicky Marrelli	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.30
INC000000381960	Connie Tidwell Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.35
INC000000381972	Gina Labonte Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.52
INC000000381991	June Conn-Solomon Application Support - Single Signon	None Lori Newren	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382033	Susan Etzel Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.82 1.28
INC000000382054	Troy Evans Metro A Desktop Support	Application Adam Staks	Error Workforce Services	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.08
INC000000382079	Ronda Kelly Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382080	Jodi Hicks Voice Operations	Telecom Britany Finlay	Call/Receive Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 1.12
INC000000382092	Faye Hubbard Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.30
INC000000382109	Sharon Peake Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382111	Mimose Montes Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382117	Corina Laufiso Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.12
INC000000382119	Gail Nelson Stokes Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.43
INC000000382126	Ayelen Butler Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.26
INC000000382157	Pat Paulson Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000382164	Terresa L Graham Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382211	Debbie Stavros Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382220	Amy Larsen Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.30
INC000000382221	William Greer Metro A Desktop Support	None Adam Staks	None Workforce Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.18
INC000000382228	Annette Davis Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382239	Andrea Cervantes-Camero Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382246	Lien Le Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000382248	Kimberly Washburn Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382253	Vint DeGraw Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.48
INC000000382254	Melanie Merrill Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382260	Kathryn Grover Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000382268	Jana Kano Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000382276	Juan Lucero Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.28
INC000000382277	Traci Cahill Metro A Help Desk	Application Ed Conrad	Password Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000382299	Ayelen Butler Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382304	Shawn Jolley Metro B Desktop Support	Telecom Wayne Higgs	Call Management Workforce Services	Avaya CentreVu Supervisor Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 8.94
INC000000382308	Heather Kelsey Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E High	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	71.49 71.49

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INC000000382309	Michelle Mileski Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000382310	Lori Montague Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382311	Danielle Wilson Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382313	Trish West Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382314	Shauna Vigil Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382316	Annette Schvaneveldt Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382317	Kalani Huber Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382318	Marilu Uribe Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382319	Debbie Stavros Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382322	Lisa Ward Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382326	Elizabeth Fitzpatrick Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382327	Jocelyn Huish Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382328	Kathy Kirby Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382332	Lori Jacobazzi Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382334	Jennifer Reynolds Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382335	Randilee Spencer Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000382336	Janet Gale Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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INC000000382337	Debbi Warmus Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382338	Stacie A Johnson Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382340	Carol Jennings Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382341	Kaylin Bang Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382343	William Campbell Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382346	Penney Chipp Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382348	Maritza Rojas-Erickson Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382349	Jamie Escobia Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382350	Connie Grace Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382351	Crecia Baker Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382352	Jayme Schlangen Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382353	Dale Hutchings Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382355	Jerry Norton Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382358	Lisa C Peterson Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382359	Patricia Rose Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382360	Dan Nelson Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382361	Patricia Rose Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00

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INC000000382363	Laura Carter Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382365	Shane Ross Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382366	Sarah Pullman Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382367	Sarah Pullman Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382368	Ayelen Butler Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	TIR: TTR:	0.00 0.75
INC000000382371	Sherry Bird Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382373	Andrea Hayes Rural North Desktop Support	PC/Laptop Don Higgs	Virus Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	TIR: TTR:	0.00 1.30
INC000000382386	Audrey M Curtis Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382389	Linda Lundberg Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00
INC000000382395	Cheryl Bakker Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: Yes Closed TTR Missed: No	TIR: TTR:	1.48 5.27
INC000000382396	Colby Hargis Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	PGP Low	TIR Missed: No Closed TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000382401	Tim Olson Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell GroupWise Low	TIR Missed: No Closed TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000382402	Nidia Meza Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No Closed TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000382404	Jocelyn Juber Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: Yes Closed TTR Missed: No	TIR: TTR:	1.37 2.50
INC000000382416	Edith Te'o Application Support - Content Manag	Network Tracy VanderVaart	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382435	Gina Labonte Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382437	Peggy Killian Rural Central Desktop Support	Application Jay Barfuss	Reporting Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Closed TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000382487	Ann Durrant Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 3.34
INC000000382488	Karen Shepherd Rural South Desktop Support	Application Lance Nay	Reporting Workforce Services	Adobe Flash Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382489	Shannon Anderson Application Support - Content Manag	None Nate Olson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000382518	Connie Bell Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000382519	Maria Dupaix Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.58 5.58
INC000000382536	Susan Quist Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382538	Susan Quist Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382550	Garth Anderson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.14 5.14
INC000000382551	Andrea Cervantes-Camero Metro A Help Desk	Network Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.46
INC000000382558	Nancy Galt Voice Operations	Telecom Lois Schow	Feature Workforce Services	Telephone High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.36
INC000000382561	Nancy Galt Voice Operations	Telecom Britany Finlay	Feature Workforce Services	Telephone High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.75
INC000000382562	Tammy M Cole Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Kofax ImageControls Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000382582	Nancy Galt Voice Operations	Telecom Gail Christiansen	CrossTalk/Noise/Static Workforce Services	Telephone High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 2.05
INC000000382585	Benjamin R Patterson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 1.68
INC000000382604	Ayelen Butler Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000382608	Roberta Ivankovich Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000382626	Becky Kalaher Help Desk	Application Vicky Marrelli	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000382639	Natalie Baird	Application	Password	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000382663	Kasia Tuaitanu	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR: 1.58
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.58
INC000000382664	Eden Johnson	Application	Error	Utah Works	TIR Missed: Yes	TIR: 1.30
Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.30
INC000000382674	Carrie Papworth	Telecom	None	Telephone	TIR Missed: No	TIR: 0.34
Voice Operations	Britany Finlay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.82
INC000000382677	Kasia Tuaitanu	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR: 1.35
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.35
INC000000382693	Cookie Chappell	None	None	None	TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000382701	Kasia Tuaitanu	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	TIR: 1.02
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.02
INC000000382716	Benjamin R Patterson	PC/Laptop	Error	None	TIR Missed: Yes	TIR: 1.22
Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.22
INC000000382721	Tori Henson	None	None	None	TIR Missed: No	TIR: 0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000382728	Colby Hargis	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000382730	Colby Hargis	Application	Error	PGP	TIR Missed: No	TIR: 0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000382731	Heidi Acree	Application	Error	DWS Web	TIR Missed: Yes	TIR: 1.16
Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.16
INC000000382760	Judy Mattinson	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.42
INC000000382775	Dean Godfrey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000382815	Maria Torres	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.21
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.21
INC000000382827	Joann Wetzel	Application	Error	Microsoft Office	TIR Missed: No	TIR: 0.00
Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.67
INC000000382899	Ying Huynh	PC/Laptop	None	None	TIR Missed: No	TIR: 0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000382906	Rebecca Pace	Remote Connectivity	None	None		TIR Missed: No	TIR: 0.00
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.06
INC000000382921	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000382943	Scott Taylor	Network	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000382967	William Greer	Wireless Connectivity	None	None		TIR Missed: No	TIR: 0.25
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.25
INC000000382970	Tami Huntington	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.23
	Voice Operations	Romanza Hamblin	Workforce Services	High	Resolved	TTR Missed: No	TTR: 0.23
INC000000382982	Brenda Johnson	Network	Incident	None		TIR Missed: No	TIR: 0.11
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.24
INC000000382998	Kathy Hayden	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.20
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.82
INC000000383011	Ann Durrant	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383014	Heather Sawley	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.15
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.15
INC000000383039	Candace Hunter	Remote Connectivity	Performance	None		TIR Missed: No	TIR: 0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.96
INC000000383042	Tina Dunyon	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.65
INC000000383078	Brenda Duvall	Application	Error	Utah Works		TIR Missed: Yes	TIR: 4.70
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.70
INC000000383085	Jill Black	Application	Error	DWS Intranet		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000383095	Terry Hansen	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.10
INC000000383105	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383106	Jill Kunde	Application	Password	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383114	Doris Adams	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.06

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INC000000383119	Jane Broadhead Metro A Desktop Support	PC/Laptop Edward Fortner	Performance Workforce Services	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 0.94
INC000000383123	Rich Mackay Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000383125	Emmalee Hunt Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.15 7.99
INC000000383129	Delana White Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000383135	Claudio Arancibia Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000383174	Ayelen Butler Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Contributions Automated Tax Sy Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000383197	Selma Meono Application Support - Single Signon	Application Justin Miller	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 0.56
INC000000383200	Carrie Tenifa Operations Production Control	Application Christie Burnham	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.81
INC000000383217	Stacy Stenovich Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.79
INC000000383222	De Ette Richards Voice Operations	Telecom Gail Christiansen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.78
INC000000383237	Andrea Henderson Help Desk	Application Vicky Marrelli	Reporting Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000383260	Carol Conti Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
INC000000383288	Selma Meono Help Desk	Application Eileen Dubach	None Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000383290	Chris Nance Metro A Hosting	Application Tom Carney	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 4.00
INC000000383296	Lonna G Wight Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000383313	Darren Fox Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000383338	Claudio Arancibia Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000383354	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383357	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383359	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383360	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383361	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383363	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383366	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383368	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383371	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383372	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383374	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383375	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000383384	Sandy Flores	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.17
INC000000383389	Matthew Larson	Application	Error	None		TIR Missed:	No	TIR:	0.77
	Application Services	Danielle Hood	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.57
INC000000383392	Logan Ellsworth	Network	Performance	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000383411	Jenny Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.17
INC000000383449	Raylyn Tucker	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.07
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07

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INC000000383453	Laurie Wittwer	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000383457	Delma White	Application	Error	Utah Works		TIR Missed: Yes	TIR: 3.26
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 3.37
INC000000383463	Lonna G Wight	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.68
INC000000383506	June Conn-Solomon	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.72
INC000000383512	Joann Wetzel	Network	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.41
INC000000383515	Mimose Montes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383518	Patrice West	Application	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.61
INC000000383524	Meghan Greer	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.07
INC000000383529	Connie I Fowler	None	None	None		TIR Missed: Yes	TIR: 1.19
	Rural North Desktop Support	Kelly Warren	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.76
INC000000383541	Mohamed Ahmed	Telecom	Voice Mail	None		TIR Missed: Yes	TIR: 2.39
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.39
INC000000383545	Debbie Sheldon	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.01
INC000000383555	Tracia Sullivan	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383559	Jenny Jones	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383560	Richard Donegan	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000383563	Robyn Thomas	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.30
INC000000383576	Holly Egan	Telecom	None	None		TIR Missed: Yes	TIR: 1.84
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.84
INC000000383586	Meghan Greer	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.13
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13

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INC000000383596	Jody McMillan Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000383616	Thomas Paul Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000383693	Heidi Lemon Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000383705	Lisa Vongthongchit Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.15 1.41
INC000000383718	Colleen Johnson Operations Production Control	Application Cal Brinton	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.88 0.94
INC000000383723	April Buxton Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.08 7.08
INC000000383735	Cheryl Whitney Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.28 1.46
INC000000383742	Barbara Garcia Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000383796	Gary Newren Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.76
INC000000383818	Yalonda House Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000383836	Mimose Montes Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000383841	Gary Newren Operations Production Control	Application Duane Hardy	None Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.38
INC000000383842	Gary Newren Operations Production Control	Application Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.35
INC000000383853	Bret Pope Rural Central Desktop Support	PC/Laptop Paul Petersen	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.65
INC000000383854	Penney Chipp Rural Central Desktop Support	PC/Laptop Paul Petersen	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.60
INC000000383858	Kaylin Bang Rural Central Desktop Support	PC/Laptop Paul Petersen	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58
INC000000383859	Nicole King Rural Central Desktop Support	PC/Laptop Paul Petersen	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58

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INC000000383861	Julliana Mendoza	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.58
INC000000383862	Victor Angeles	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.55
INC000000383871	Cesar Salazar	Application	None	Content Manager		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.44
INC000000383877	Tricia Cox	Application	Password	Novell GroupWise 32-bit Window		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.32
INC000000383893	Weston Miller	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383895	Bill Starks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383897	Debbie Sparks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383899	Greg Paras	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383901	Debbie Sparks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383931	Felecia Maxfield	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383935	Brenda Duvall	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383936	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383964	Linda Church	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383994	Katie Helm	Application	Error	Business Intelligence Tool		TIR Missed: Yes	TIR: 1.22
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.22
INC000000383995	Paul Wright	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000383999	Teresa Meyer	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.92
INC000000384002	Sefik Feukic	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000384006	Peggy Shay Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384009	Osman Ahmed Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384010	Pamela McIntyre Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384011	Raylyn Tucker Metro A Desktop Support	Network Robert Wall	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.53
INC000000384022	Robyn Thomas Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Microsoft Word Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384024	Sandra Pyper Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384027	Sandra Pyper Metro A Desktop Support	PC/Laptop Nancy Hachmeister	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.60
INC000000384028	John Bowers Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384029	Dawn Nelson Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 1.90
INC000000384033	Pamela McIntyre Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Messenger Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384034	Lynda Bonner Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384035	David Egan Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384041	Heather Knowlton Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384045	Halima Hussein Help Desk	Application Vicky Marrelli	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384047	Rochele Jackson Application Services	Application Martin Gonzalez	Reporting Workforce Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: Yes	TIR: TTR:	0.05 6.81
INC000000384048	Robert Noyes Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384053	Mona Kadir Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	TIR: TTR:	0.00 0.12

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INC000000384055	Muris Prses Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000384062	Todd Neff Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.15
INC000000384063	Halima Hussein Metro A Desktop Support	Application Nancy Hachmeister	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.63 0.63
INC000000384098	Rachel Lee Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384099	Tajana Fejic Metro A Help Desk	Network Cindy Schroeder	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.12
INC000000384105	Ler Wah Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384112	Stacy Stenovich Metro A Help Desk	Remote Connectivity Cindy Schroeder	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000384118	Lisa Roman Rural South Desktop Support	Application Meladye Shively	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.35
INC000000384119	Rochele Jackson Operations Production Control	None Christie Burnham	None Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.23
INC000000384122	Candace Rockwell Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384128	Gary Newren Metro A Help Desk	Network Cindy Schroeder	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.75
INC000000384129	Maria Nak Security	Application Sharon Smith	Password Workforce Services	Offender Tracking Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 2.35
INC000000384147	Rebekah Collingwood Application Services	Application Martin Gonzalez	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 1.47
INC000000384163	Cesar Salazar Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.98
INC000000384165	Paul Johnston Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.79
INC000000384166	Casey Lance Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.77
INC000000384168	Evelyn Brower Rural Central Desktop Support	PC/Laptop Paul Petersen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.97

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INC000000384169	Annette Schvaneveldt	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.96
INC000000384171	Luis Gatica	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.96
INC000000384172	Amber Jackson	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000384173	Selma Meono	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.00
INC000000384174	Lincoln Hansen	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.75
INC000000384181	Gary Newren	Network	Incident	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.74
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.74
INC000000384190	Amber Stevens	Application	Error	None		TIR Missed:	No	TIR:	0.10
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000384191	Lisa Roman	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.70
INC000000384199	Michelle Deprizio	Application	Reporting	Computerized Unemployment B		TIR Missed:	No	TIR:	0.77
	Application Support - CUBS	Rick Kowalczyk	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.69
INC000000384202	Stephen Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384204	Kevin Burt	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384234	John Olson	Application	Error	Employee Gateway		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384236	Steven Coray	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000384240	Alicia Rodgers	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.29
INC000000384247	Charles Amonett	Application	None	Cisco AnyConnect VPN Client		TIR Missed:	No	TIR:	0.25
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.25
INC000000384250	Brooke Coster	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000384257	Marlene Seedall	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000384268	Michael Barrett Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.11
INC000000384271	Weston Miller Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000384285	Brieen Lenhart Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.33 TTR: 2.99
INC000000384308	Vanna Chav Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: 0.21 TTR: 0.21
INC000000384314	Dominka Hajnova Metro A Desktop Support	Network Adam Staks	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.51
INC000000384316	Zenaida Martinez Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.09
INC000000384320	Tim Olson Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.07
INC000000384323	Johnny Bedore III Rural Central Desktop Support	Print/Copy/Scan/Fax Rod Montoya	Error Code Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.05
INC000000384332	Mimose Montes Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.14
INC000000384337	John Talcott Voice Operations	Telecom Romanza Hamblin	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.29 TTR: 0.29
INC000000384341	Kim Auberger Application Services	Telecom Dustin Crump	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.42 TTR: 0.42
INC000000384352	Donna Ferrozio Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.00 TTR: 12.73
INC000000384358	Gary Kennison Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.15 TTR: 0.15
INC000000384361	Mike Miller Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000384369	Scott J Clark Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.09 TTR: 0.09
INC000000384388	Sheila Sarten Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	DWS Intranet Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000384393	LaDawn McPherson Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: Yes TTR Missed: Yes	TIR: 7.62 TTR: 7.62

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INC000000384399	David Whiteside Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000384400	Ryan Hale Metro B Desktop Support	Application Sean Chadbourne	None Workforce Services	Novell GroupWise Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.09 3.01
INC000000384421	Jamie Escobia Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.53 2.53
INC000000384422	Lisa Ward Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000384424	June Bradfield Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000384430	Debbie Olsen Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.45
INC000000384436	Fran Cannard Voice Operations	Telecom Romanza Hamblin	None Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.11 1.11
INC000000384445	Bill Starks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384449	Sue Strasburg Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384457	Martin Aguero Metro A Help Desk	Network Liz Evans	Password Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000384473	Fran Cannard Voice Operations	Telecom Romanza Hamblin	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.48
INC000000384477	Mariessa Turner Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.71
INC000000384479	Colby Hargis Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000384480	Nate Talley Metro A Hosting	None Tom Carney	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.23
INC000000384493	Dave Laycock Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000384527	Rebekah Collingwood Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000384534	Gary C Williams Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15

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INC000000384556	Scott Jensen	Application	Error	None		TIR Missed:	No	TIR:	0.08
	Metro A Hosting	Chris Kunde	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.48
INC000000384580	Ryan Hale	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.27
INC000000384598	Dorothy Williams	Application	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.43
INC000000384621	Mimose Montes	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000384639	Lisa Vongthongchit	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384644	Scott Jensen	Application	Reporting	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.23
INC000000384655	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384656	Terry Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384697	Randilee Spencer	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.11
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000384711	Andrew Smart	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.14
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.39
INC000000384718	Alexia Murphy	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.41
INC000000384721	Lauri Flores	Network	Password	None		TIR Missed:	No	TIR:	0.14
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.20
INC000000384799	Rene Meza	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384810	Shirley Hilton	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.69
INC000000384818	Lynda R Myore	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384844	Kim Auberger	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000384846	Kim Auberger	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000384847	Kim Auberger	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384848	Kim Auberger	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384849	Kim Auberger	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384854	Christina Dahn	Application	Error	Utah Works		TIR Missed: Yes	TIR: 2.28
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.28
INC000000384857	Patricia Kamai	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384893	Rebecca Banner	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384897	Rebecca Banner	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384898	Rebecca Banner	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384899	Rebecca Banner	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384901	Rebecca Banner	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384902	Rebecca Banner	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384906	Sherri Kirk	Network	Incident	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384921	Ashley Nielsen	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384946	Peggy Shay	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384961	Ma'afala Koko	Application	Password	DWS Intranet		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.39
INC000000384962	Melanie Kennedy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000384971	Donna Ferrozzo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.57

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INC000000384976	Ann Durrant	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000384981	Brent Newren	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000384986	Kasia Tuaitanu	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.08
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.62
INC000000384990	Meghan Greer	Application	Password	Utah Works	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.43
INC000000384992	Chris Reed	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.01
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.70
INC000000384996	Ruth Dominguez	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.58
INC000000384999	Connie Green	Network	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.17
INC000000385007	Darwin Kocherhans	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.15
INC000000385008	Bradley Carroll	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.14
INC000000385009	Iris Pruneda	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.13
INC000000385010	Tyler Massey	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.14
INC000000385013	Jeris Shira	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.13
INC000000385017	Ann Durrant	Network	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.11
INC000000385022	Andrea Henderson	Network	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.20
INC000000385034	Kerry A Cole	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.28
INC000000385054	Clayton Toone	Network	Error	None	TIR Missed: No	TIR: 0.65
	Campus Networking	David Sedei	Workforce Services	Low Resolved	TTR Missed: Yes	TTR: 6.75
INC000000385088	Jon Romero	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000385094	Brad V Bailey Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000385116	Sarah Tolbert Metro A Desktop Support	Application Edward Fortner	Error Workforce Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 1.04
INC000000385124	Brittney Hemingway Help Desk	Application James Stearns	Password Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.11
INC000000385157	Elizabeth Bailey-Durst Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385184	Pamela McIntyre Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000385187	Sharla Anderson Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385190	Bret Pope Application Support - Data Warehouse	None Trent Ady	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.32
INC000000385194	Halima Hussein Metro A Help Desk	Application Liz Evans	Password Workforce Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000385211	LaDawn McPherson Metro A Hosting	Application Jeff Bartholomew	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.56
INC000000385216	Bret Pope Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385219	Ernest Ramos Metro A Help Desk	Application Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000385240	Andrea Henderson Metro A Help Desk	PC/Laptop Liz Evans	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385275	Loggins Merrill Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385277	Devin Patrick Metro C Help Desk	None Reed Stohel	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385280	John Olson Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.39
INC000000385294	Tiffany Whitney Metro A Help Desk	Network Liz Evans	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385297	Debbi Class Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000385301	Debbi Class Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385306	Andrea Hayes Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000385307	Donna Ferrozzi Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385312	Diane Lovell Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385314	Nikki Holt Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 3.34
INC000000385315	Dimang Chao Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385343	Tami Huntington Rural South Desktop Support	Application Lane Adams	Password Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 1.36
INC000000385357	Dorothy Williams Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	VMware Workstation Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
INC000000385409	Kimberly Johnson Operations Production Control	Application Christie Burnham	Password Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.25
INC000000385419	Andrea Henderson Voice Operations	Telecom Kelly Johnson	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.39
INC000000385425	Anna Larson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385434	My Tran Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385441	Debbie Torres Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385443	Robert Van Vliet Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	28.16 28.39
INC000000385448	Ali Rasheed Help Desk	Application Brenda Treadway	Password Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385458	Robyn Thomas Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385485	Verlin Christensen Metro A Help Desk	Wireless Connectivity Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000385534	Shane Young	Wireless Connectivity	Performance	None		TIR Missed:	No	TIR:	0.08
	Campus Networking	David Sedei	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	6.01
INC000000385567	Ma'afala Koko	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.21
INC000000385592	Elizabeth Cheney	Network	None	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385619	Irwin Purcell	Application	Error	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000385623	Colby Hargis	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000385629	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.01
INC000000385631	Joe Edman	Application	Reporting	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000385656	Joseph Knudson	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.18
INC000000385669	Margo Weeks	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385672	Susan Weaver-Levelt	None	None	None		TIR Missed:	No	TIR:	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000385673	Pearl Le	Application	Error	Kofax ImageControls		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.63
INC000000385687	Mary McConaughy	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385713	Junie Anderson	Application	Error	DWS Web		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385720	Norman Nakamura	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385730	Brent Fife	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385739	Greg Paras	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000385740	Elizabeth Bailey-Durst	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000385767	Carrie Peterson Rural North Desktop Support	None Ruston McKay	None Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385769	Misty Williams Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385797	William Greer Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385798	Lorelei Church Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385812	Levi Bohon Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385817	Sandra Pyper Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385819	Marge Rajski Rural Central Desktop Support	PC/Laptop Paul Petersen	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385821	Charles Owens Rural Central Desktop Support	PC/Laptop Paul Petersen	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385822	Keith Frank Rural Central Desktop Support	PC/Laptop Paul Petersen	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385826	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385834	Edina Cesko-Wilson Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385839	Barbara Bloomfield Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.68
INC000000385844	Lisa Vongthongchit Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385852	Andrea Henderson Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385864	Koffi Djagba Metro A Desktop Support	Network Nancy Hachmeister	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27
INC000000385882	Diana Clawson Rural North Desktop Support	None Steven Haderlie	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000385888	Denise Pierson Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00

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INC000000385889	Kathy Hayden Voice Operations	Telecom Kelly Johnson	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.36
INC000000385893	Amie Graff Rural South Desktop Support	Application Cheri Oldham	Error Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.49
INC000000385901	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385908	Trudy Ellis Metro A Help Desk	Network Ed Conrad	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.59
INC000000385909	Shelley Esplin Rural South Desktop Support	Application Cheri Oldham	Reporting Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.95
INC000000385914	Amanda Van Ausdal Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385919	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385927	Darla Roberts Rural Central Desktop Support	Network Jeremy Standifird	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.54
INC000000385933	Terry Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385934	Terry Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385936	Loggins Merrill Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.42 1.42
INC000000385942	Dan Vaughan Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000385957	Anna Larson Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385958	Barbara Larsen Rural South Desktop Support	Application Cheri Oldham	Error Workforce Services	Novell Messenger Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.49 1.49
INC000000385978	Tiffany Whitney Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000385986	Thomas Paul Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.86
INC000000386004	Ruth Warby Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.96 0.96

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INC000000386006	Nique Frasier Metro A Help Desk	PC/Laptop Cindy Schroeder	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000386033	Ann Stockham Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386045	Debbie Torres Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000386047	Lea Betty Network Operations	Network J. L. Flack	Performance Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386054	Elizabeth Fitzpatrick Network Operations	Network J. L. Flack	Performance Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386068	Lucy Johnson Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.43
INC000000386075	Dennie Tsuya Rural South Desktop Support	Network Cheri Oldham	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.75 0.75
INC000000386084	Tricia Cox Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000386087	Kathy Leeds Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 0.56
INC000000386106	Solomon Scheidell Rural North Desktop Support	Application Neil Smedley	Error Workforce Services	DWS Intranet Low	Resolved TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 15.28
INC000000386122	Dennis Canning Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.23
INC000000386124	Kelly Lemons Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386126	Greg Paras Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386127	Michele Cuburu Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell GroupWise Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.25
INC000000386140	Shane Young Metro A Desktop Support	Wireless Connectivity Tracy VanderVaart	Error Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 0.62
INC000000386154	Ali Rasheed Metro A Help Desk	Application Liz Evans	None Workforce Services	Utah Works Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.23
INC000000386186	Felicia Kinder Application Services	None Ken Ainge	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 0.78

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INC000000386197	Cecilia Giron Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.15
INC000000386201	Mohamed Ahmed Voice Operations	Telecom Kelly Johnson	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.37
INC000000386210	Jody Sillitoe Metro A Help Desk	Application Liz Evans	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000386218	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386222	Devin Shipp Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000386230	Nancy Galt Metro A Hosting	None Tom Carney	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 2.48
INC000000386236	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386242	Steve Madigan Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386257	Elizabeth Bailey-Durst Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386263	Suellen Michel Rural South Desktop Support	PC/Laptop Scott Jesienouski	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
INC000000386266	Bonnie L Kelsey Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386269	Janet Cole Rural Central Desktop Support	PC/Laptop Paul Petersen	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.53
INC000000386271	Debbie Sheldon Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386273	Debbie Sheldon Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386320	Roberta Ivankovich Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386324	Roberta Ivankovich Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386336	Eden Johnson Rural North Desktop Support	Network Steven Haderlie	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000386348	Angela Madsen Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386375	LeAnn Hatfield Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386391	Jessica Staker Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000386393	Wayne Fillmore Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386397	Cindy Adams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386409	Laurn Miller Voice Operations	Telecom Kelly Johnson	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.60
INC000000386419	Rick Brenkmann Metro A Help Desk	PC/Laptop Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.25
INC000000386422	Lara Rudloff Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000386437	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386443	Sarah Pickard Metro A Help Desk	Application Ed Conrad	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000386449	Brent Newren Help Desk	None Vicky Marrelli	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.33
INC000000386453	Karen Thomas Metro A Desktop Support	Print/Copy/Scan/Fax Edward Fortner	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 1.14
INC000000386456	Kathleen Leiker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386486	Jon Brewer Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.23
INC000000386519	Debbi Class Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Cisco AnyConnect VPN Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386534	Leeann Madsen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386574	Joshua Hawkins Metro A Help Desk	Network Liz Evans	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000386576	Brent Newren Metro A Help Desk	Application Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386589	Cory Pearson Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386593	Sheryl Nisely Rural South Desktop Support	Application Lance Nay	Reporting Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 1.17
INC000000386596	William Greer Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.44
INC000000386615	CJ Higgins Metro A Help Desk	Network Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000386620	Shane Otvos Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386624	Brent Newren Rural Central Desktop Support	Mobile Devices Rod Montoya	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000386628	Brent Newren Rural Central Desktop Support	PC/Laptop Rod Montoya	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000386637	Ashley Nielsen Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.72 0.72
INC000000386645	Koffi Djaqba Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000386649	Alexis Rodriguez Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386651	Melanie Kennedy Operations Production Control	Application Duane Hardy	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000386654	Martin Aguero Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.41
INC000000386686	Fran Cannard Voice Operations	Telecom Gail Christiansen	Call Management Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000386691	Fran Cannard Voice Operations	Telecom Gail Christiansen	Call Management Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 5.38
INC000000386698	David Jensen Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000386718	Richard Donegan Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32

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INC000000386740	Robert Noyes	Application	Reporting	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000386758	John Paul	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000386773	Barbara Garcia	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.38
INC000000386774	Kimberly Reyburn	None	None	None		TIR Missed:	No	TIR:	0.78
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.50
INC000000386799	John Cone	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000386803	Johnny Bedore III	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.15
INC000000386807	Joe Edman	Application	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000386812	Joe Edman	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000386813	Junie Anderson	Application	Reporting	None		TIR Missed:	No	TIR:	0.27
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.22
INC000000386830	Rachel Hancock	Application	Error	None		TIR Missed:	No	TIR:	0.40
	Application Services	Tony Larsen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.25
INC000000386838	Dominka Hajnova	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000386847	Amy Bingham	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000386857	Michele Cuburu	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.26
INC000000386900	LeAnn Hatfield	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.20
INC000000386927	Parker Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000386934	Kayleen Hansen	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.45
INC000000386948	Phil Gammell	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed:	No	TIR:	0.05
	Voice Engineering	Julie Johnson	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.71

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INC000000387046	June Conn-Solomon Voice Operations	Telecom Lois Schow	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.27
INC000000387077	Pat Paulson Rural Central Desktop Support	PC/Laptop Todd Hardy	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.33
INC000000387106	Joyce Burningham Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000387153	Melissa Beagley Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.47 5.47
INC000000387161	Joyce Burningham Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000387197	Robin Mackelprang Rural South Desktop Support	Print/Copy/Scan/Fax Lance Nay	Incident Workforce Services	DWS Capture Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387234	Kristen Cox Metro A Desktop Support	None James Kammeyer	None Workforce Services	None High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.40
INC000000387315	Heather Nordgren Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387330	Tiffany Whitney Metro A Help Desk	Application Liz Evans	Password Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387332	Vanna Chav Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387334	Valerie Seidel Metro A Help Desk	Application Liz Evans	Password Workforce Services	DWS Intranet Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387337	Marina Hilton Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387348	Kayleen Hansen Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387361	Yvonne Krause Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387394	Paula Tinoco Metro A Help Desk	Remote Connectivity Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387404	Trish West Metro A Help Desk	PC/Laptop Ed Conrad	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000387437	Olivia White Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000387457	Jerry Pruitt Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387460	Dominka Hajnova Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387462	Mark Erickson Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.75 6.07
INC000000387505	Susan Taggart Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387531	Kurtis Wilcox Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387579	Mary Gehman-Smith Voice/Data/WAN Services	Telecom Spencer Blodgett	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 1.12
INC000000387583	Dominika Hajnova Metro A Desktop Support	Network Nancy Hachmeister	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 0.58
INC000000387596	Shane Young Metro A Desktop Support	Wireless Connectivity Tracy VanderVaart	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000387607	Michelle Steele Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.59
INC000000387621	David Whiteside Rural South Desktop Support	PC/Laptop Scott Jesienouski	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.14
INC000000387638	Nicole Wily Rural South Desktop Support	PC/Laptop Scott Jesienouski	Error Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.05
INC000000387647	Gilberto Vigil Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000387649	Vickie Tiley Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000387658	Andrea Hayes Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.35
INC000000387662	Jesse Kremer Metro A Desktop Support	Network Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.75
INC000000387668	Tricia Longest Rural South Desktop Support	PC/Laptop Scott Jesienouski	Virus Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 0.86
INC000000387684	Patti Fryhling Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000387693	Clint Gray	None	None	None		TIR Missed: Yes	TIR: 1.04
	Application Support - Data Warehouse	Trent Ady	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.04
INC000000387700	Cory Pearson	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000387701	Shauna Havey	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.68
INC000000387707	Kurtis Wilcox	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.73
INC000000387712	Donna Ferrozzo	Application	Password	Utah Master Directory		TIR Missed: Yes	TIR: 2.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.07
INC000000387736	Carol Thornhill	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.60
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.60
INC000000387787	Kaylee Ashdown	PC/Laptop	None	None		TIR Missed: No	TIR: 0.16
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.87
INC000000387805	Cecilia Giron	PC/Laptop	None	None		TIR Missed: No	TIR: 0.12
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.57
INC000000387809	Shonie Barker	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387812	Diane Lovell	Network	None	None		TIR Missed: No	TIR: 0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000387821	Jillian Watkins	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.30
INC000000387857	Doyle Bender	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.31
	Application Support - Content Management	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.31
INC000000387861	Kelly Johnson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387975	Darren Rogers	None	None	None		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000387980	Tim Davies	Application	Error	None		TIR Missed: No	TIR: 0.27
	Application Support - Content Management	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.27
INC000000387986	Lyn Frohlich	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR: 0.09
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.12
INC000000387989	Alexander Johnson	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.84
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.84

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INC000000388019	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388023	Melanie Kennedy Metro A Help Desk	Network Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000388037	Delene Bourdeau Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000388040	Jodie Ward Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.54
INC000000388043	Kyle Preston Voice/Data/WAN Services	Telecom Greg Blessing	CrossTalk/Noise/Static Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 1.17
INC000000388065	Ryan Halstenrud Metro B Desktop Support	Application Wayne Higgs	Error Workforce Services	Microsoft Office Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.52
INC000000388090	Dusty Burchett Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000388120	Debbie Olsen Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000388122	Cliff Whatcott Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000388131	Dyanna Butterworth Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388144	Lara Rudloff Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	14.35 15.08
INC000000388147	Leslie Judd Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.46
INC000000388173	LeAnn Hatfield Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.44
INC000000388187	Michael Dillingham Metro B Desktop Support	PC/Laptop Wayne Higgs	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 5.52
INC000000388209	Karen Ellsworth Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.01 1.01
INC000000388216	Jeff Olinger Billing	Billing Sara Brown	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.34 1.34
INC000000388220	Heidi R Thomas Metro B Desktop Support	Application Wayne Higgs	Reporting Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.70

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INC000000388232	Brent Newren Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000388235	Timothy Budd Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388240	Norma Pech-Rousin Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388249	Angela Madsen Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388252	Maryana Valles Metro A Help Desk	Application Ed Conrad	None Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.04
INC000000388254	Angela Madsen Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000388256	Gachi Guet Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388259	Tonia Jones Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388262	Angela Madsen Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388279	Lindsey Johnson Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388320	Melanie Decker Metro B Desktop Support	Application Wayne Higgs	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 4.07
INC000000388331	Debbi Class Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388378	Paula Johns Metro A Help Desk	Application Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388382	Diane Hunter Metro A Desktop Support	Application Edward Fortner	Reporting Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.39
INC000000388384	Maryana Valles Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.43
INC000000388386	Agnes Lomu Network Operations	Application Brian Chatwin	Error Workforce Services	M86 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.55
INC000000388388	Penni Dehaan Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000388390	Ying Huynh Metro A Desktop Support	Network Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.89
INC000000388394	Tiffany Whitney Metro A Help Desk	Network Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388397	Olga Matviyenko Help Desk	Application Vicky Marrelli	Password Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.11
INC000000388404	Lisa A Anderson Rural South Desktop Support	Software Ryan Bennett	Application Workforce Services	Avaya IP Softphone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388405	Candace Rockwell Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388407	Susan Munk Rural South Desktop Support	Hardware Ryan Bennett	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388413	Lynn Purdin Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388420	Bill Featherstone Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	DWS Intranet Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388424	Jaimie Druk Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388440	Dorothy Williams Technical Lead/Project Manager	Application Paul Lundell	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.85
INC000000388443	Tina Dunyon Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 1.59
INC000000388445	Dan Vaughan Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Microsoft Excel Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388452	Mele Vainuku Metro A Desktop Support	Network Adam Staks	Password Workforce Services	Contributions Automated Tax Sy Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 5.64
INC000000388468	Jerry Pruitt Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000388472	Linda Lundberg Metro A Help Desk	Application Ed Conrad	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000388475	Kevin Shingleton Metro A Desktop Support	Application Edward Fortner	None Workforce Services	WordPerfect Office 2002 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 1.02
INC000000388480	Elizabeth Fitzpatrick Rural South Desktop Support	Network Lance Nay	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15

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INC000000388482	Dana Parke	Application	Error	Novell Messenger	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.25
INC000000388488	Rebecca D Anderson	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.14
INC000000388501	Darren Rogers	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.95
INC000000388511	Melanie Kennedy	Application	Error	Computerized Unemployment B	TIR Missed: No	TIR: 0.78
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	TTR: 2.52
INC000000388523	Mark Evans	Application	Password	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.33
INC000000388526	Gary Newren	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.46
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 4.54
INC000000388528	Kevin Shingleton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	TTR: 3.29
INC000000388533	Jamar Lee	Application	None	None	TIR Missed: No	TIR: 0.10
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.28
INC000000388534	Becky Thacker	Application	Error	Microsoft Office 2003 Professional	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388544	Jonathan Mathews	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388554	Debbie Garretson	Application	Error	Utah Works	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388556	Melissa Beagley	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.36
INC000000388557	Laurie Wittwer	Application	Error	DB2 Query Management Facility	TIR Missed: No	TIR: 0.32
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	TTR: 2.01
INC000000388607	Amy Barnes	Application	Error	Microsoft Windows XP Professional	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.03
INC000000388608	Loggins Merrill	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388617	Siosiana Naupoto	Application	Error	Contributions Automated Tax System	TIR Missed: No	TIR: 0.09
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	TTR: 3.94
INC000000388623	Tiffany Whitney	Application	Error	Contributions Automated Tax System	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.03

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INC000000388634	Jared Price	Application	Password	Novell Messenger	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.06
INC000000388715	Colby Hargis	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.16
INC000000388716	Terry Lisonbee	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388720	Colby Hargis	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.13
INC000000388721	Terry Lisonbee	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388723	Terry Lisonbee	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388725	Terry Lisonbee	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000388726	Jared Chamberlain	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.10
INC000000388729	Gaye Moody	Application	Error	Contributions Automated Tax Sy	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	TTR: 4.20
INC000000388733	Brent Newren	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.07
INC000000388735	Melissa Daymont	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.05
INC000000388771	Jim Hill	Application	Error	Utah Works	TIR Missed: Yes	TIR: 4.37
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR: 4.37
INC000000388821	Jackie Christensen	Application	Error	None	TIR Missed: No	TIR: 0.75
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.75
INC000000388824	Denis Paul	Application	Reporting	content manager	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.21
INC000000388832	Phil Gammell	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	TIR: 0.07
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.39
INC000000388836	Michael Dillingham	PC/Laptop	Performance	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low Resolved	TTR Missed: Yes	TTR: 8.07
INC000000388858	Deann Cardon	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.25

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Workforce Services

INC000000388866	Shawn Jolley	None	None	None		TIR Missed: No	TIR: 0.32
	Application Support - Data Warehouse	Trent Ady	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.32
INC000000388888	Lorri Economy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000388891	Jerry Pruitt	Application	Reporting	DWS Capture		TIR Missed: No	TIR: 0.26
	Application Support - Content Management	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.26
INC000000388896	Sharon Peake	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.33
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.17
INC000000388901	Shane Otvos	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000388921	Melissa Presley	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000388957	Kathryn Causey	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000388961	Mary McConaughy	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000388977	LeAnn Hatfield	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000388988	Lance Soffe	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000389007	Joy Holfeltz	None	None	None		TIR Missed: No	TIR: 0.12
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.12
INC000000389009	Joel Finch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000389012	Brenda Johnson	None	None	None		TIR Missed: No	TIR: 0.08
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.81
INC000000389022	Rebecca D Anderson	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000389041	Janet Jolley	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.08
INC000000389044	KENNY HICKEN	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.01
INC000000389053	Dyann Smoot	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04

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INC000000389060	Joann Wetzel	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	9.48
INC000000389071	Eileen Rivera	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389076	Kathleen Leiker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389079	Kathleen Leiker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389081	Kathleen Leiker	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389100	Delene Bourdeau	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.16
INC000000389104	Vanessa Lindquist	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.37
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.37
INC000000389156	Steven Coray	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.31
INC000000389157	Angela Madsen	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000389175	Linda Lundberg	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.38
INC000000389183	Patti Sellers	None	None	None		TIR Missed:	No	TIR:	0.69
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.69
INC000000389224	Trudi B Nelson	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389226	Lisa Ward	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389240	Greg Paras	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389241	Debbie Sparks	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389242	Debbie Sparks	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389243	Kevin Burt	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000389244	Stephen Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389248	Noelle Bradford	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389250	Gaylene Pebley	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389251	Gaylene Pebley	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389282	Joseph Mitchell	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389283	Melissa Romero-McKean	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.66
INC000000389286	Randy Hopkins	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000389288	Trudi B Nelson	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.39
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.39
INC000000389290	Ying Huynh	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389306	Katie Helm	Application	Error	Business Intelligence Tool		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389326	Chue Yang	PC/Laptop	Virus	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389341	Kimberly Reyburn	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389373	Devin Patrick	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Desktop Support	Chad D Fowers	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389375	Jolyn Bevan	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000389380	Devin Patrick	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro C Desktop Support	Chad D Fowers	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389404	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000389415	Sonya Erickson	None	None	None		TIR Missed:	No	TIR:	0.81
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.48

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INC000000389483	Jeffrey Knowlden Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389495	Jenny Hansen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000389504	Janene Pearce Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389507	Kirk Olson Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.28
INC000000389524	Matthew Jacobsen Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000389534	Devin Patrick Metro C Help Desk	PC/Laptop Reed Stohel	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389538	Deborah Graber Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.34
INC000000389563	Devin Patrick Metro C Desktop Support	Print/Copy/Scan/Fax Ken Knobel	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.28 2.38
INC000000389581	Connie Laws Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389596	Jamie Wiberg Metro A Desktop Support	Application Tracy VanderVaart	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.19
INC000000389599	Kelly Johnson Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000389600	Michelle Deprizio Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389613	Deann Caussyn Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.97 1.97
INC000000389635	Richard Moysh Metro A Help Desk	Application Liz Evans	Password Workforce Services	DWS Intranet Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.18
INC000000389652	Lisa Ward Metro A Help Desk	Network Ed Conrad	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000389670	Brian A Eldridge Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389684	Brian A Eldridge Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 1.30

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INC000000389690	Jeffrey Knowlden Metro A Help Desk	Network Ed Conrad	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000389693	Jennifer Domenici Metro A Desktop Support	PC/Laptop Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.75
INC000000389729	Rachel Gehring Metro B Help Desk	PC/Laptop Val Shepherd	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389735	Terry Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389743	Mary Nay Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	17.34 17.34
INC000000389758	Danette Groesbeck Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	DWS Intranet Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000389765	Cindy Bertagnolli Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.10
INC000000389769	Kevin Kehr Metro A Help Desk	PC/Laptop Liz Evans	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.91
INC000000389771	Kaylee Ashdown Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389772	Mary Conder Rural South Desktop Support	Network Lance Nay	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 1.68
INC000000389776	Logan Ellsworth Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000389778	Kathy Hart Metro A Hosting	PC/Laptop Chris Kunde	Performance Workforce Services	None High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.90 1.68
INC000000389778	Kathy Hart Metro A Hosting	PC/Laptop Chris Kunde	Performance Workforce Services	None High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 1.68
INC000000389781	Michelle Phillips Operations Production Control	Application Cal Brinton	Error Workforce Services	DWS Intranet Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 3.02
INC000000389786	Paula Story Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000389797	Nancy Nordlund Metro A Hosting	None Chris Kunde	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 1.44
INC000000389811	Debra Slotboom Metro A Help Desk	PC/Laptop Liz Evans	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000389814	Crystal Neil Metro A Hosting	PC/Laptop Chris Kunde	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000389815	Diane Zylks Metro A Help Desk	PC/Laptop Ed Conrad	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000389825	Emily Keller Voice Operations	Telecom Kelly Johnson	Dial Tone Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.45
INC000000389838	Jana Kano Rural North Desktop Support	Application Neil Smedley	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.84 0.84
INC000000389839	Karla Aguirre Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389841	Dana Martinez Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000389845	Jessica Ankenbauer Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.29
INC000000389848	Tracy Schroeder Metro A Hosting	PC/Laptop None	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000389853	Karla Aguirre Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389856	Theresa Chief Eagle Metro B Desktop Support	Application Wayne Higgs	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.73
INC000000389858	Karla Aguirre Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389860	Karla Aguirre Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389861	Karla Aguirre Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389862	Karla Aguirre Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389863	Karla Aguirre Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000389865	Linn Gentry Metro B Desktop Support	PC/Laptop Wayne Higgs	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.70
INC000000389866	Karla Aguirre Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000389868	Alan Holbrook	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.49
INC000000389872	Connie Green	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.54
INC000000389876	Connie Laws	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000389890	Rochelle Green	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Hosting	Chris Kunde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000389898	Tamra Tyler	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000389903	Gail Boyd	Application	Error	DWS Web		TIR Missed: No	TIR: 0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.61
INC000000389923	Joyce Burningham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000389984	Connie Smith	Application	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.89
INC000000389992	Jane Broadhead	Wireless Connectivity	Error	None		TIR Missed: Yes	TIR: 1.16
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.18
INC000000389993	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000390033	Alan Dennis	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000390041	Andrea Sutton	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.33
INC000000390042	Jacquelyn Harris	Application	Error	Utah Works		TIR Missed: No	TIR: 0.99
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.99
INC000000390056	Shauna Vigil	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR: 9.18
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 9.18
INC000000390064	Darla Roberts	Application	Error	DWS Capture		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.65
INC000000390117	Todd Jorgensen	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000390188	Piper Leon	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.02

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INC000000390196	Michael Dillingham Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390209	Trudy Ellis Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390231	Ma'afala Koko Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390236	Gary Kimber Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390245	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390250	Alisha Clark Voice Operations	Telecom Lois Schow	Call Management Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.32
INC000000390257	Brenda Duvall Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390258	Maugasola Tua Metro B Desktop Support	PC/Laptop Wayne Higgs	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.86 4.66
INC000000390271	Scott Johnson Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000390276	Danette Groesbeck Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000390279	Lisa Henrie Voice Operations	Telecom Britany Finlay	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.33
INC000000390281	Joe Edman Rural Central Desktop Support	EIS Hardware Rod Montoya	Scanner Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000390286	J G Bronson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000390289	Rebecca D Anderson Voice Operations	Telecom Romanza Hamblin	None Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.17
INC000000390316	Mele Vainuku Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390321	Chuck Curtin Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.61
INC000000390330	Kaylee Ashdown Application Support - Content Man	Application Randall Ottesen	Error Workforce Services	Kofax ImageControls Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26

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INC000000390350	Cecilia Giron	Application	Error	DWS Web		TIR Missed: Yes	TIR:	11.96
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR:	11.96
INC000000390372	Jodie Ward	Application	Error	Content Manager		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.36
INC000000390376	Maynee Vongphamany	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000390384	Patti Sellers	None	None	None		TIR Missed: No	TIR:	0.07
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000390390	Isabel Souza	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000390392	Melissa Beagley	Application	Error	Utah Works		TIR Missed: No	TIR:	0.52
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.52
INC000000390402	Randy Simon	Application	Error	None		TIR Missed: No	TIR:	0.30
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	2.03
INC000000390416	Siosiana Naupoto	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.24
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.55
INC000000390417	Mary Conder	Application	Error	Avaya IP Softphone		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000390428	Jody Sillitoe	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000390445	Brenda Martin	Application	Reporting	eFIND/eSHARE		TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000390459	Karen Ellsworth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000390475	Suellen Michel	Application	Password	DWS Intranet		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000390487	Connie Laws	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000390492	Robert Van Vliet	PC/Laptop	Performance	None		TIR Missed: Yes	TIR:	1.52
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	1.54
INC000000390503	Jeff Godfrey	Application	Error	None		TIR Missed: No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR:	2.82
INC000000390504	Julie Aa Anderson	Application	Error	Utah Works		TIR Missed: Yes	TIR:	3.53
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR:	3.53

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INC000000390514	Helen Hanson Rural North Desktop Support	Application Don Higgs	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.72
INC000000390519	Charleen Neff Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390523	Sandy Flores Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000390546	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390567	Lindsey Caffall-Davis Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000390571	Julie Aa Anderson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.01 3.01
INC000000390572	Becky Thacker Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390578	Tiffany Whitney Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.12
INC000000390581	Debra Mace Metro A Desktop Support	Application Edward Fortner	Error Workforce Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 2.64
INC000000390615	Anel Martinez Metro A Desktop Support	Application Adam Staks	Error Workforce Services	Contributions Automated Tax Sy Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.41
INC000000390619	Alexis Rodriguez Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.08
INC000000390632	Connie I Fowler Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390639	Helen Hanson Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390642	Annamarie Collins Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390651	Gaylene Pebley Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390654	Jo D'Agostino Minardi Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000390656	Tricia Mecham Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000390659	Cory Olson	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000390665	Matt Garrett	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000390678	Michelle Deprizio	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support	None	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.69
INC000000390704	Dan Ripple	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000390712	Trudy Ellis	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.08
INC000000390723	Heather Sawley	None	None	None		TIR Missed:	No	TIR:	0.43
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Medium	Resolved	TTR Missed:	No	TTR:	0.80
INC000000390733	Jerry Pruitt	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000390739	Darrin Nielsen	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000390747	Dawn Nelson	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.08
INC000000390755	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000390787	Milagros Santos	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000390791	Danette Groesbeck	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.06
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000390799	Helen Hanson	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.17
INC000000390802	Marilyn Draper	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.08
INC000000390811	Jo D'Agostino Minardi	Software	Application	DWS Web		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.95
INC000000390817	Mary Ann Keefer	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.29
INC000000390825	Randy Simon	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.69

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INC000000390861	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000390913	Blaine Cook	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000390925	Mary McConaughy	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000390945	Allen Nelson	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.33
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.98
INC000000390959	Ann Durrant	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000390961	Al Contreras	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000390963	Vanessa Mann	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000390966	Ammi Tracy	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.37
INC000000390974	Carie Burnham	Application	Error	Utah Works Web Site		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000390978	Cindy Cutshall	Application	Reporting	Utah Works		TIR Missed:	No	TIR:	0.04
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000390983	Margo Weeks	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000390987	Connie Laws	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000390991	Debbie Herr	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391004	Greg Paras	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391005	Debbie Sparks	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391006	Ammi Tracy	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391039	Anna Larson	None	None	None		TIR Missed:	No	TIR:	0.00
	Network Operations	Brian Chatwin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000391052	Michelle Viertel	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391072	Robin Mackelprang	Application	Error	DWS Capture		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391073	Shelley Esplin	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391096	Melauni Jensen	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.26
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.96
INC000000391097	Maynee Vongphamany	Application	Password	DWS Intranet		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000391098	John Davenport	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000391101	Ann Durrant	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391109	Kim Hathaway	Application	Password	Content Manager		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391122	Beverly Anderson	Network	Password	Active Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.12
INC000000391128	Danette Groesbeck	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000391137	LeAnn Hatfield	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.07
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.43
INC000000391139	Ryan Rock	None	None	None		TIR Missed:	No	TIR:	0.07
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000391140	LeAnn Hatfield	Application	Error	Action Request System		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.45
INC000000391143	James Alexander	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391145	Gerald Gappmayer	Application	Error	Microsoft Visio		TIR Missed:	No	TIR:	0.17
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.31
INC000000391148	Kevin Burt	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391149	Vicki Fenton	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.09

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INC000000391150	Lynda Bonner Metro A Help Desk	Application Liz Evans	Password Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000391164	Brent Fife Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391166	Judy H Gardner Help Desk	Application Vicky Marrelli	Password Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 0.55
INC000000391170	LeAnn Hatfield Help Desk	Application Vicky Marrelli	Reporting Workforce Services	Remedy Service Request Mana Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.40
INC000000391178	Eden Johnson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.31
INC000000391182	LeAnn Hatfield Help Desk	None Vicky Marrelli	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.23
INC000000391193	May Chanthapannha Rural North Desktop Support	PC/Laptop Ryan Casey	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000391198	Lindsey Caffall-Davis Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000391203	Jesse Bissegger Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391214	Sheila Sconiers Metro A Desktop Support	Wireless Connectivity Tracy VanderVaart	Performance Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.19 2.19
INC000000391245	Tami Hoffman Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391278	Brent Newren Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000391285	Tina Kappos Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000391294	Angela Madsen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391295	Angela Madsen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391296	Angela Madsen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391297	Angela Madsen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000391298	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391299	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391300	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391301	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391302	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391303	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391304	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391305	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391306	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391308	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391309	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391310	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391311	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391312	Angela Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000391315	Tina Kappos	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000391322	Lynn Adams	Application	Error	PGP		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.20
INC000000391361	Fran Cannard	Application	Reporting	Collection Management System		TIR Missed:	No	TIR:	0.08
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.92

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INC000000391380	Maryana Valles Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000391388	Kristen Floyd Rural North Desktop Support	None Steven Haderlie	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391398	Juri Strong Rural South Desktop Support	PC/Laptop Lance Nay	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391400	Lela King Rural South Desktop Support	Application Lance Nay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391403	Pamela McIntyre Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000391416	Kaylin Bang Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391420	Liz Lobato Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391424	Kaylin Bang Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391446	Steffanie Hicks Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000391454	Marilyn Larsen Rural Central Desktop Support	Print/Copy/Scan/Fax Jay Barfuss	Paper Jam Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391464	Robert Moyer Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391491	Jackie Christensen Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391494	Cami Sandoval Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391495	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391506	Kimm Gaillard Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.41
INC000000391508	Chuck Curtin Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.54
INC000000391514	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000391522	Chuck Curtin	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000391550	Muris Prses	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000391557	Jackie Christensen	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.22
INC000000391558	Mardee Thompson	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.07
INC000000391574	Brook Mecham	Application	Error	DWS Web		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000391590	James Borrowman	Telecom	IP	None		TIR Missed: No	TIR: 0.26
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.26
INC000000391599	Muris Prses	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000391607	Kristine Larson	None	None	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.15
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.15
INC000000391623	Brad V Bailey	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000391624	Robert Ferreira	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000391625	Helen Hanson	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000391626	Helen Hanson	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000391627	Helen Hanson	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00